Transportation

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents / Bottom Number - First Contact Resolution			
				High	Low	Medium	FCR Total
Transportation	Application Services	Bart Purser	Novell GroupWise	0 / 0	1 / 0	0 / 0	1 / 0
			Proofpoint Email Security	0 / 0	1 / 0	0 / 0	1 / 0
			Product Total	0 / 0	2 / 0	0 / 0	2 / 0
		Danielle Hood	BlackBerry Configuration	0 / 0	1 / 0	0 / 0	1 / 0
			Droid	0 / 0	1 / 0	0 / 0	1 / 0
			Product Total	0 / 0	2 / 0	0 / 0	2 / 0
		Martin Gonzalez	None	1 / 0	1 / 1	0 / 0	2 / 1
			Novell GroupWise	0 / 0	1 / 1	0 / 0	1 / 1
			Product Total	1 / 0	2 / 2	0 / 0	3 / 2
		Paul Lundell	BlackBerry Configuration	0 / 0	1 / 0	0 / 0	1 / 0
			None	0 / 0	4 / 2	0 / 0	4 / 2

Transportation

				High	Low	Medium	FCR Total
Transportation	Application Services	Paul Lundell	Novell GroupWise	0 0	2 1	0 0	2 1
			Product Total	0 0	7 3	0 0	7 3
		Tony Larsen	None	0 0	3 0	0 0	3 0
			Novell GroupWise	0 0	0 0	1 0	1 0
			Product Total	0 0	3 0	1 0	4 0
		Assigned to Individual Total		1 0	16 5	1 0	18 5
	Billing	Sara Brown	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Campus Networking	Tim King	None	1 0	1 0	0 0	2 0
			Product Total	1 0	1 0	0 0	2 0
		Assigned to Individual Total		1 0	1 0	0 0	2 0
	Help Desk	Brenda Treadway	Utah Master Directory	0 0	2 2	0 0	2 2
			Product Total	0 0	2 2	0 0	2 2

Transportation

				High	Low	Medium	FCR Total
Transportation	Help Desk	Eileen Dubach	Utah Master Directory	0 0	1 1	0 0	1 1
			Product Total	0 0	1 1	0 0	1 1
		James Stearns	None	0 0	1 1	0 0	1 1
			Utah Master Directory	0 0	4 4	0 0	4 4
			Product Total	0 0	5 5	0 0	5 5
		Julie VanBeekum	None	0 0	1 1	0 0	1 1
			Utah Master Directory	0 0	1 1	0 0	1 1
			Product Total	0 0	2 2	0 0	2 2
		Vicky Marrelli	None	0 0	1 1	0 0	1 1
			Novell Client for 32-bit Windows	0 0	1 1	0 0	1 1
			State Payroll Time Entry	0 0	1 0	0 0	1 0
			Utah Master Directory	0 0	1 1	0 0	1 1
			Product Total	0 0	4 3	0 0	4 3
		Assigned to Individual Total		0 0	14 13	0 0	14 13

Transportation

				High	Low	Medium	FCR Total
Transportation	Metro C Help Desk	Cindy Romrell	Content Manager - Centralized	0 0	1 1	0 0	1 1
			Product Total	0 0	1 1	0 0	1 1
		Diane Christensen	None	0 0	12 12	0 0	12 12
			Novell Client for 32-bit Windows	0 0	1 1	0 0	1 1
			Product Total	0 0	13 13	0 0	13 13
		Karen Gross	Acrobat Reader	0 0	2 2	0 0	2 2
			Adobe Acrobat	0 0	1 1	0 0	1 1
			Droid	0 0	1 1	0 0	1 1
			Internet Explorer	0 0	8 8	0 0	8 8
			Microsoft Excel	0 0	2 2	0 0	2 2
			Microsoft Office	0 0	1 1	0 0	1 1
			Microsoft Office 2003 Professional	0 0	1 1	0 0	1 1
			Microsoft Windows XP	0 0	10 10	0 0	10 10
			Microsoft Word	0 0	1 1	0 0	1 1

Transportation

				High	Low	Medium	FCR Total
Transportation	Metro C Help Desk	Karen Gross	None	0 0	26 26	0 0	26 26
			Novell Client for 32-bit Windows	0 0	1 1	0 0	1 1
			Novell GroupWise	1 1	42 40	0 0	43 41
			Novell LAN WorkPlace	0 0	1 1	0 0	1 1
			Project Development	0 0	1 1	0 0	1 1
			ProjectWise	0 0	1 1	0 0	1 1
			State Payroll Time Entry	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	1 1	0 0	1 1
			Product Total	1 1	101 98	0 0	102 99
		Assigned to Individual Total		1 1	115 112	0 0	116 113
	Metro C Hosting	Adam Sorensen	None	0 0	1 0	0 0	1 0
			ProjectWise	0 0	1 0	0 0	1 0
			Product Total	0 0	2 0	0 0	2 0
		Brian Winn	Citrix ICA Client	0 0	1 0	0 0	1 0

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Transportation

				High	Low	Medium	FCR Total
Transportation	Metro C Hosting	Brian Winn	**Product Total**	0 0	1 0	0 0	1 0
		Jason Wihongi	None	0 0	1 1	0 0	1 1
			Product Total	0 0	1 1	0 0	1 1
		Rondal Fields	Microsoft Windows Server	0 0	1 0	0 0	1 0
			None	0 0	1 1	0 0	1 1
			Product Total	0 0	2 1	0 0	2 1
		Assigned to Individual Total		0 0	6 2	0 0	6 2
	Metro C West Desktop Support	Bill Hall	FATPOT	0 0	1 1	0 0	1 1
			Product Total	0 0	1 1	0 0	1 1
		Cody Flanders	Finance Data Warehouse	0 0	2 0	0 0	2 0
			Microsoft Office	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	12 2	0 0	12 2
			Product Total	0 0	16 2	0 0	16 2

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Transportation

				High	Low	Medium	FCR Total
Transportation	Metro C West Desktop Support	Hal Wold	Microsoft Excel	0 0	1 0	0 0	1 0
			Microsoft Windows 7	0 0	1 0	0 0	1 0
			None	0 0	5 0	0 0	5 0
			Product Total	0 0	7 0	0 0	7 0
		Jeff Bench	Microsoft Office Professional 2010	0 0	1 1	0 0	1 1
			None	0 0	11 11	0 0	11 11
			Novell GroupWise	0 0	1 1	0 0	1 1
			PGP	0 0	1 1	0 0	1 1
			Product Total	0 0	14 14	0 0	14 14
		Mike Larsen	Internet Explorer	0 0	1 1	0 0	1 1
			Microsoft Office XP Professional	0 0	1 1	0 0	1 1
			Microsoft Windows XP	0 0	1 1	0 0	1 1
			None	0 0	8 4	1 0	9 4
			Novell GroupWise	0 0	1 1	0 0	1 1

Transportation

				High	Low	Medium	FCR Total
Transportation	Metro C West Desktop Support	Mike Larsen	**Product Total**	0 0	12 8	1 0	13 8
		Shane Squire	Droid	0 0	1 0	0 0	1 0
			Microsoft Excel	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	13 6	0 0	13 6
			Oracle 8 Enterprise Edition	0 0	1 0	0 0	1 0
			WordPerfect Office 2002	0 0	1 0	0 0	1 0
			Product Total	0 0	18 6	0 0	18 6
		Shellie Ramsay	None	0 0	3 1	0 0	3 1
			Novell GroupWise	0 0	1 1	0 0	1 1
			Product Total	0 0	4 2	0 0	4 2
		Assigned to Individual Total		0 0	72 33	1 0	73 33
	Rural Central Desktop Support	Jeremy Standifird	Internet Explorer	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0

Transportation

				High	Low	Medium	FCR Total
Transportation	Rural Central Desktop Support	Jessica Purcell	None	0 0	5 1	0 0	5 1
			Product Total	0 0	5 1	0 0	5 1
		Randy Graham	Active Directory	0 0	5 5	0 0	5 5
			electronic Project Management	0 0	1 1	0 0	1 1
			Financial Information	0 0	1 1	0 0	1 1
			Internet Explorer	0 0	1 1	0 0	1 1
			Microsoft Access	0 0	1 1	0 0	1 1
			Microsoft Office	0 0	1 1	0 0	1 1
			Microsoft Office 2003 Professional	0 0	1 1	0 0	1 1
			Microsoft Office Professional 2010	0 0	1 1	0 0	1 1
			Microsoft Windows XP	0 0	1 1	0 0	1 1
			None	0 0	21 21	0 0	21 21
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Novell ConsoleOne	0 0	1 1	0 0	1 1

Transportation

				High	Low	Medium	FCR Total
Transportation	Rural Central Desktop Support	Randy Graham	Novell eDirectory	0 0	1 1	0 0	1 1
			Novell GroupWise	0 0	6 6	0 0	6 6
			Novell GroupWise PDA	0 0	1 1	0 0	1 1
			PDF Complete	0 0	1 1	0 0	1 1
			ProjectWise	0 0	2 2	0 0	2 2
			Product Total	0 0	47 46	0 0	47 46
		Richard Packer	Droid	0 0	1 1	0 0	1 1
			None	0 0	6 6	0 0	6 6
			Novell GroupWise	0 0	2 2	0 0	2 2
			Product Total	0 0	9 9	0 0	9 9
		Todd Hardy	Motor Carrier System	0 0	1 1	0 0	1 1
			None	0 0	2 2	0 0	2 2
			Product Total	0 0	3 3	0 0	3 3
		Assigned to Individual Total		0 0	65 59	0 0	65 59

Transportation

				High	Low	Medium	FCR Total
Transportation	Rural North Desktop Support	Robert Stock	Microsoft Windows 7	0 0	4 4	0 0	4 4
			Microsoft Windows Server	0 0	1 1	0 0	1 1
			Microsoft Windows XP	0 0	3 3	0 0	3 3
			None	0 0	11 11	0 0	11 11
			Novell ConsoleOne	0 0	7 7	0 0	7 7
			PGP	0 0	1 1	0 0	1 1
			Utah Master Directory	0 0	2 2	0 0	2 2
			ZENworks for Desktops	0 0	1 1	0 0	1 1
			Product Total	0 0	30 30	0 0	30 30
		Rodney Peterson	None	0 0	10 8	0 0	10 8
			Product Total	0 0	10 8	0 0	10 8
		Assigned to Individual Total		0 0	40 38	0 0	40 38
	Rural South Desktop Support	Doug Chaston	Microsoft Windows XP	0 0	3 3	0 0	3 3
			None	0 0	25 25	0 0	25 25

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Transportation

				High	Low	Medium	FCR Total
Transportation	Rural South Desktop Support	Doug Chaston	**Product Total**	0 0	28 28	0 0	28 28
		Doug Thornton	None	0 0	1 1	0 0	1 1
			Product Total	0 0	1 1	0 0	1 1
		Joel Finlinson	Adobe Acrobat	0 0	1 1	0 0	1 1
			Adobe Connect	0 0	1 1	0 0	1 1
			Adobe Reader	0 0	3 3	0 0	3 3
			electronic Project Management	0 0	1 1	0 0	1 1
			Employee Gateway	0 0	1 1	0 0	1 1
			Financial Information	0 0	1 1	0 0	1 1
			Fleet Focus	0 0	1 1	0 0	1 1
			IManager	0 0	1 1	0 0	1 1
			Microsoft Excel	0 0	1 1	0 0	1 1
			Microsoft Office	0 0	1 1	0 0	1 1
			Microsoft PowerPoint	0 0	1 1	0 0	1 1

Transportation

				High	Low	Medium	FCR Total
Transportation	Rural South Desktop Support	Joel Finlinson	Microsoft Windows 7	0 0	5 5	0 0	5 5
			Microsoft Windows XP	0 0	12 12	0 0	12 12
			Mozilla Firefox	0 0	1 1	0 0	1 1
			None	0 0	5 5	0 0	5 5
			Novell ConsoleOne	0 0	4 4	0 0	4 4
			Novell GroupWise 32-bit	0 0	5 5	0 0	5 5
			Novell Messenger	0 0	1 1	0 0	1 1
			PGP	0 0	2 2	0 0	2 2
			Project Development	0 0	1 1	0 0	1 1
			ProjectWise	0 0	1 1	0 0	1 1
			Symantec AntiVirus	0 0	1 1	0 0	1 1
			Product Total	0 0	51 51	0 0	51 51
		Lance Nay	None	0 0	1 1	0 0	1 1
			Product Total	0 0	1 1	0 0	1 1

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Transportation

			High	Low	Medium	FCR Total
Transportation	Rural South Desktop Support	**Assigned to Individual Total**	0 0	81 81	0 0	81 81
	Strategic Communications	Dennis Rogers	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Doug Thornton	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Voice Operations	Britany Finlay	Telephone	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Gail Christiansen	Telephone	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Kelly Johnson	Telephone	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Romanza Hamblin	None	0 0	1 0	0 0	1 0

Transportation

				High	Low	Medium	FCR Total
Transportation	Voice Operations	Romanza Hamblin	Telephone	0 0	4 0	0 0	4 0
			Product Total	0 0	5 0	0 0	5 0
		Romanza Hamblin Sorenson	Telephone	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	11 0	0 0	11 0
	Voice/Data/WAN Services	Mark Thomas	Telephone	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Customer Company Total			3 1	425 343	2 0	430 344
Customer Company Total				3 1	425 343	2 0	430 344

Transportation

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Inital Response			
				High	Low	Medium	MIR Total
Transportation	Application Services	Bart Purser	Novell GroupWise	0 / 0	1 / 0	0 / 0	1 / 0
			Proofpoint Email Security	0 / 0	1 / 0	0 / 0	1 / 0
			Product Total	0 / 0	2 / 0	0 / 0	2 / 0
		Danielle Hood	BlackBerry Configuration	0 / 0	1 / 1	0 / 0	1 / 1
			Droid	0 / 0	1 / 0	0 / 0	1 / 0
			Product Total	0 / 0	2 / 1	0 / 0	2 / 1
		Martin Gonzalez	None	1 / 0	1 / 0	0 / 0	2 / 0
			Novell GroupWise	0 / 0	1 / 1	0 / 0	1 / 1
			Product Total	1 / 0	2 / 1	0 / 0	3 / 1
		Paul Lundell	BlackBerry Configuration	0 / 0	1 / 0	0 / 0	1 / 0
			None	0 / 0	4 / 0	0 / 0	4 / 0

Transportation

				High	Low	Medium	MIR Total
Transportation	Application Services	Paul Lundell	Novell GroupWise	0 0	2 0	0 0	2 0
			Product Total	0 0	7 0	0 0	7 0
		Tony Larsen	None	0 0	3 2	0 0	3 2
			Novell GroupWise	0 0	0 0	1 0	1 0
			Product Total	0 0	3 2	1 0	4 2
		Assigned to Individual Total		1 0	16 4	1 0	18 4
	Billing	Sara Brown	None	0 0	1 1	0 0	1 1
			Product Total	0 0	1 1	0 0	1 1
		Assigned to Individual Total		0 0	1 1	0 0	1 1
	Campus Networking	Tim King	None	1 1	1 1	0 0	2 2
			Product Total	1 1	1 1	0 0	2 2
		Assigned to Individual Total		1 1	1 1	0 0	2 2
	Help Desk	Brenda Treadway	Utah Master Directory	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0

Transportation

				High	Low	Medium	MIR Total
Transportation	Help Desk	Eileen Dubach	Utah Master Directory	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		James Stearns	None	0 0	1 0	0 0	1 0
			Utah Master Directory	0 0	4 0	0 0	4 0
			Product Total	0 0	5 0	0 0	5 0
		Julie VanBeekum	None	0 0	1 0	0 0	1 0
			Utah Master Directory	0 0	1 0	0 0	1 0
			Product Total	0 0	2 0	0 0	2 0
		Vicky Marrelli	None	0 0	1 1	0 0	1 1
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			State Payroll Time Entry	0 0	1 0	0 0	1 0
			Utah Master Directory	0 0	1 0	0 0	1 0
			Product Total	0 0	4 1	0 0	4 1
		Assigned to Individual Total		0 0	14 1	0 0	14 1

Transportation

				High	Low	Medium	MIR Total
Transportation	Metro C Help Desk	Cindy Romrell	Content Manager - Centralized	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Diane Christensen	None	0 0	12 0	0 0	12 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Product Total	0 0	13 0	0 0	13 0
		Karen Gross	Acrobat Reader	0 0	2 0	0 0	2 0
			Adobe Acrobat	0 0	1 0	0 0	1 0
			Droid	0 0	1 0	0 0	1 0
			Internet Explorer	0 0	8 0	0 0	8 0
			Microsoft Excel	0 0	2 0	0 0	2 0
			Microsoft Office	0 0	1 0	0 0	1 0
			Microsoft Office 2003 Professional	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	10 0	0 0	10 0
			Microsoft Word	0 0	1 0	0 0	1 0

Transportation

				High	Low	Medium	MIR Total
Transportation	Metro C Help Desk	Karen Gross	None	0 0	26 0	0 0	26 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Novell GroupWise	1 0	42 0	0 0	43 0
			Novell LAN WorkPlace	0 0	1 0	0 0	1 0
			Project Development	0 0	1 0	0 0	1 0
			ProjectWise	0 0	1 0	0 0	1 0
			State Payroll Time Entry	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	1 0	0 0	1 0
			Product Total	1 0	101 0	0 0	102 0
		Assigned to Individual Total		1 0	115 0	0 0	116 0
	Metro C Hosting	Adam Sorensen	None	0 0	1 0	0 0	1 0
			ProjectWise	0 0	1 0	0 0	1 0
			Product Total	0 0	2 0	0 0	2 0
		Brian Winn	Citrix ICA Client	0 0	1 0	0 0	1 0

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Transportation

				High	Low	Medium	MIR Total
Transportation	Metro C Hosting	Brian Winn	**Product Total**	0 0	1 0	0 0	1 0
		Jason Wihongi	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Rondal Fields	Microsoft Windows Server	0 0	1 0	0 0	1 0
			None	0 0	1 0	0 0	1 0
			Product Total	0 0	2 0	0 0	2 0
		Assigned to Individual Total		0 0	6 0	0 0	6 0
	Metro C West Desktop Support	Bill Hall	FATPOT	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Cody Flanders	Finance Data Warehouse	0 0	2 0	0 0	2 0
			Microsoft Office	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	12 1	0 0	12 1
			Product Total	0 0	16 1	0 0	16 1

Transportation

				High	Low	Medium	MIR Total
Transportation	Metro C West Desktop Support	Hal Wold	Microsoft Excel	0 0	1 0	0 0	1 0
			Microsoft Windows 7	0 0	1 0	0 0	1 0
			None	0 0	5 0	0 0	5 0
			Product Total	0 0	7 0	0 0	7 0
		Jeff Bench	Microsoft Office Professional 2010	0 0	1 0	0 0	1 0
			None	0 0	11 0	0 0	11 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			PGP	0 0	1 0	0 0	1 0
			Product Total	0 0	14 0	0 0	14 0
		Mike Larsen	Internet Explorer	0 0	1 0	0 0	1 0
			Microsoft Office XP Professional	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	8 0	1 0	9 0
			Novell GroupWise	0 0	1 0	0 0	1 0

Transportation

				High	Low	Medium	MIR Total
Transportation	Metro C West Desktop Support	Mike Larsen	**Product Total**	0 0	12 0	1 0	13 0
		Shane Squire	Droid	0 0	1 0	0 0	1 0
			Microsoft Excel	0 0	1 1	0 0	1 1
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	13 0	0 0	13 0
			Oracle 8 Enterprise Edition	0 0	1 0	0 0	1 0
			WordPerfect Office 2002	0 0	1 0	0 0	1 0
			Product Total	0 0	18 1	0 0	18 1
		Shellie Ramsay	None	0 0	3 0	0 0	3 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			Product Total	0 0	4 0	0 0	4 0
		Assigned to Individual Total		0 0	72 2	1 0	73 2
	Rural Central Desktop Support	Jeremy Standifird	Internet Explorer	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0

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Transportation

				High	Low	Medium	MIR Total
Transportation	Rural Central Desktop Support	Jessica Purcell	None	0 0	5 0	0 0	5 0
			Product Total	0 0	5 0	0 0	5 0
		Randy Graham	Active Directory	0 0	5 0	0 0	5 0
			electronic Project Management	0 0	1 0	0 0	1 0
			Financial Information	0 0	1 0	0 0	1 0
			Internet Explorer	0 0	1 0	0 0	1 0
			Microsoft Access	0 0	1 0	0 0	1 0
			Microsoft Office	0 0	1 0	0 0	1 0
			Microsoft Office 2003 Professional	0 0	1 0	0 0	1 0
			Microsoft Office Professional 2010	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	21 0	0 0	21 0
			Novell Client for 32-bit Windows	0 0	1 1	0 0	1 1
			Novell ConsoleOne	0 0	1 0	0 0	1 0

Transportation

				High	Low	Medium	MIR Total
Transportation	Rural Central Desktop Support	Randy Graham	Novell eDirectory	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	6 0	0 0	6 0
			Novell GroupWise PDA	0 0	1 0	0 0	1 0
			PDF Complete	0 0	1 0	0 0	1 0
			ProjectWise	0 0	2 0	0 0	2 0
			Product Total	0 0	47 1	0 0	47 1
		Richard Packer	Droid	0 0	1 0	0 0	1 0
			None	0 0	6 0	0 0	6 0
			Novell GroupWise	0 0	2 0	0 0	2 0
			Product Total	0 0	9 0	0 0	9 0
		Todd Hardy	Motor Carrier System	0 0	1 0	0 0	1 0
			None	0 0	2 0	0 0	2 0
			Product Total	0 0	3 0	0 0	3 0
		Assigned to Individual Total		0 0	65 1	0 0	65 1

Transportation

				High	Low	Medium	MIR Total
Transportation	Rural North Desktop Support	Robert Stock	Microsoft Windows 7	0 0	4 0	0 0	4 0
			Microsoft Windows Server	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	3 0	0 0	3 0
			None	0 0	11 0	0 0	11 0
			Novell ConsoleOne	0 0	7 0	0 0	7 0
			PGP	0 0	1 0	0 0	1 0
			Utah Master Directory	0 0	2 0	0 0	2 0
			ZENworks for Desktops	0 0	1 0	0 0	1 0
			Product Total	0 0	30 0	0 0	30 0
		Rodney Peterson	None	0 0	10 0	0 0	10 0
			Product Total	0 0	10 0	0 0	10 0
		Assigned to Individual Total		0 0	40 0	0 0	40 0
	Rural South Desktop Support	Doug Chaston	Microsoft Windows XP	0 0	3 0	0 0	3 0
			None	0 0	25 0	0 0	25 0

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Transportation

				High	Low	Medium	MIR Total
Transportation	Rural South Desktop Support	Doug Chaston	**Product Total**	0 0	28 0	0 0	28 0
		Doug Thornton	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Joel Finlinson	Adobe Acrobat	0 0	1 0	0 0	1 0
			Adobe Connect	0 0	1 0	0 0	1 0
			Adobe Reader	0 0	3 0	0 0	3 0
			electronic Project Management	0 0	1 0	0 0	1 0
			Employee Gateway	0 0	1 0	0 0	1 0
			Financial Information	0 0	1 0	0 0	1 0
			Fleet Focus	0 0	1 0	0 0	1 0
			IManager	0 0	1 0	0 0	1 0
			Microsoft Excel	0 0	1 0	0 0	1 0
			Microsoft Office	0 0	1 0	0 0	1 0
			Microsoft PowerPoint	0 0	1 0	0 0	1 0

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Transportation

				High	Low	Medium	MIR Total
Transportation	Rural South Desktop Support	Joel Finlinson	Microsoft Windows 7	0 0	5 0	0 0	5 0
			Microsoft Windows XP	0 0	12 0	0 0	12 0
			Mozilla Firefox	0 0	1 0	0 0	1 0
			None	0 0	5 0	0 0	5 0
			Novell ConsoleOne	0 0	4 0	0 0	4 0
			Novell GroupWise 32-bit	0 0	5 0	0 0	5 0
			Novell Messenger	0 0	1 0	0 0	1 0
			PGP	0 0	2 0	0 0	2 0
			Project Development	0 0	1 0	0 0	1 0
			ProjectWise	0 0	1 0	0 0	1 0
			Symantec AntiVirus	0 0	1 0	0 0	1 0
			Product Total	0 0	51 0	0 0	51 0
		Lance Nay	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0

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Transportation

			High	Low	Medium	MIR Total
Transportation	Rural South Desktop Support	**Assigned to Individual Total**	0 0	81 0	0 0	81 0
	Strategic Communications	Dennis Rogers	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Doug Thornton	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Britany Finlay	Telephone	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Gail Christiansen	Telephone	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Kelly Johnson	Telephone	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Romanza Hamblin	None	0 0	1 0	0 0	1 0

Transportation

				High	Low	Medium	MIR Total
Transportation	Voice Operations	Romanza Hamblin	Telephone	0 0	4 0	0 0	4 0
			Product Total	0 0	5 0	0 0	5 0
		Romanza Hamblin Sorensen	Telephone	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	11 0	0 0	11 0
	Voice/Data/WAN Services	Mark Thomas	Telephone	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Customer Company Total			3 1	425 10	2 0	430 11
Customer Company Total				3 1	425 10	2 0	430 11

Transportation

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	Product	High	Low	Medium	ATTIR Total
Transportation	Application Services	Bart Purser	Novell GroupWise	0 0.00	1 0.07	0 0.00	1 0.07
			Proofpoint Email Security	0 0.00	1 0.28	0 0.00	1 0.28
			Product Total	0 0.00	2 0.17	0 0.00	2 0.17
		Danielle Hood	BlackBerry Configuration	0 0.00	1 1.30	0 0.00	1 1.30
			Droid	0 0.00	1 0.39	0 0.00	1 0.39
			Product Total	0 0.00	2 0.85	0 0.00	2 0.85
		Martin Gonzalez	None	1 0.45	1 0.26	0 0.00	2 0.36
			Novell GroupWise	0 0.00	1 3.19	0 0.00	1 3.19
			Product Total	1 0.45	2 1.73	0 0.00	3 1.30
		Paul Lundell	BlackBerry Configuration	0 0.00	1 0.12	0 0.00	1 0.12
			None	0 0.00	4 0.57	0 0.00	4 0.57

Transportation

				High	Low	Medium	ATTIR Total
Transportation	Application Services	Paul Lundell	Novell GroupWise	0 0.00	2 0.08	0 0.00	2 0.08
			Product Total	0 0.00	7 0.36	0 0.00	7 0.36
		Tony Larsen	None	0 0.00	3 2.97	0 0.00	3 2.97
			Novell GroupWise	0 0.00	0 0.00	1 0.52	1 0.52
			Product Total	0 0.00	3 2.97	1 0.52	4 2.36
		Assigned to Individual Total		1 0.45	16 1.06	1 0.52	18 1.00
	Billing	Sara Brown	None	0 0.00	1 1.58	0 0.00	1 1.58
			Product Total	0 0.00	1 1.58	0 0.00	1 1.58
		Assigned to Individual Total		0 0.00	1 1.58	0 0.00	1 1.58
	Campus Networking	Tim King	None	1 3.31	1 3.97	0 0.00	2 3.64
			Product Total	1 3.31	1 3.97	0 0.00	2 3.64
		Assigned to Individual Total		1 3.31	1 3.97	0 0.00	2 3.64
	Help Desk	Brenda Treadway	Utah Master Directory	0 0.00	2 0.02	0 0.00	2 0.02
			Product Total	0 0.00	2 0.02	0 0.00	2 0.02

Transportation

				High	Low	Medium	ATTIR Total
Transportation	Help Desk	Eileen Dubach	Utah Master Directory	0 0.00	1 0.27	0 0.00	1 0.27
			Product Total	0 0.00	1 0.27	0 0.00	1 0.27
		James Stearns	None	0 0.00	1 0.08	0 0.00	1 0.08
			Utah Master Directory	0 0.00	4 0.03	0 0.00	4 0.03
			Product Total	0 0.00	5 0.04	0 0.00	5 0.04
		Julie VanBeekum	None	0 0.00	1 0.00	0 0.00	1 0.00
			Utah Master Directory	0 0.00	1 0.04	0 0.00	1 0.04
			Product Total	0 0.00	2 0.02	0 0.00	2 0.02
		Vicky Marrelli	None	0 0.00	1 1.35	0 0.00	1 1.35
			Novell Client for 32-bit Windows	0 0.00	1 0.00	0 0.00	1 0.00
			State Payroll Time Entry	0 0.00	1 0.00	0 0.00	1 0.00
			Utah Master Directory	0 0.00	1 0.11	0 0.00	1 0.11
			Product Total	0 0.00	4 0.36	0 0.00	4 0.36
		Assigned to Individual Total		0 0.00	14 0.14	0 0.00	14 0.14

Transportation

				High	Low	Medium	ATTIR Total
Transportation	Metro C Help Desk	Cindy Romrell	Content Manager - Centralized	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Diane Christensen	None	0 0.00	12 0.00	0 0.00	12 0.00
			Novell Client for 32-bit Windows	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	13 0.00	0 0.00	13 0.00
		Karen Gross	Acrobat Reader	0 0.00	2 0.00	0 0.00	2 0.00
			Adobe Acrobat	0 0.00	1 0.00	0 0.00	1 0.00
			Droid	0 0.00	1 0.00	0 0.00	1 0.00
			Internet Explorer	0 0.00	8 0.00	0 0.00	8 0.00
			Microsoft Excel	0 0.00	2 0.00	0 0.00	2 0.00
			Microsoft Office	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Office 2003 Professional	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Windows XP	0 0.00	10 0.00	0 0.00	10 0.00
			Microsoft Word	0 0.00	1 0.00	0 0.00	1 0.00

Transportation

				High	Low	Medium	ATTIR Total
Transportation	Metro C Help Desk	Karen Gross	None	0 0.00	26 0.00	0 0.00	26 0.00
			Novell Client for 32-bit Windows	0 0.00	1 0.00	0 0.00	1 0.00
			Novell GroupWise	1 0.00	42 0.01	0 0.00	43 0.01
			Novell LAN WorkPlace	0 0.00	1 0.00	0 0.00	1 0.00
			Project Development	0 0.00	1 0.00	0 0.00	1 0.00
			ProjectWise	0 0.00	1 0.00	0 0.00	1 0.00
			State Payroll Time Entry	0 0.00	1 0.00	0 0.00	1 0.00
			ZENworks for Desktops	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	1 0.00	101 0.00	0 0.00	102 0.00
		Assigned to Individual Total		1 0.00	115 0.00	0 0.00	116 0.00
	Metro C Hosting	Adam Sorensen	None	0 0.00	1 0.57	0 0.00	1 0.57
			ProjectWise	0 0.00	1 0.37	0 0.00	1 0.37
			Product Total	0 0.00	2 0.47	0 0.00	2 0.47
		Brian Winn	Citrix ICA Client	0 0.00	1 0.48	0 0.00	1 0.48

Transportation

				High	Low	Medium	ATTIR Total
Transportation	Metro C Hosting	Brian Winn	**Product Total**	0 0.00	1 0.48	0 0.00	1 0.48
		Jason Wihongi	None	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Rondal Fields	Microsoft Windows Server	0 0.00	1 0.43	0 0.00	1 0.43
			None	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	2 0.22	0 0.00	2 0.22
		Assigned to Individual Total		0 0.00	6 0.31	0 0.00	6 0.31
	Metro C West Desktop Support	Bill Hall	FATPOT	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Cody Flanders	Finance Data Warehouse	0 0.00	2 0.50	0 0.00	2 0.50
			Microsoft Office	0 0.00	1 0.03	0 0.00	1 0.03
			Microsoft Windows XP	0 0.00	1 0.08	0 0.00	1 0.08
			None	0 0.00	12 0.26	0 0.00	12 0.26
			Product Total	0 0.00	16 0.26	0 0.00	16 0.26

Transportation

				High	Low	Medium	ATTIR Total
Transportation	Metro C West Desktop Support	Hal Wold	Microsoft Excel	0 0.00	1 0.25	0 0.00	1 0.25
			Microsoft Windows 7	0 0.00	1 0.47	0 0.00	1 0.47
			None	0 0.00	5 0.12	0 0.00	5 0.12
			Product Total	0 0.00	7 0.19	0 0.00	7 0.19
		Jeff Bench	Microsoft Office Professional 2010	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	11 0.01	0 0.00	11 0.01
			Novell GroupWise	0 0.00	1 0.00	0 0.00	1 0.00
			PGP	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	14 0.01	0 0.00	14 0.01
		Mike Larsen	Internet Explorer	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Office XP Professional	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Windows XP	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	8 0.00	1 0.00	9 0.00
			Novell GroupWise	0 0.00	1 0.00	0 0.00	1 0.00

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Transportation

				High	Low	Medium	ATTIR Total
Transportation	Metro C West Desktop Support	Mike Larsen	**Product Total**	0 / 0.00	12 / 0.00	1 / 0.00	13 / 0.00
		Shane Squire	Droid	0 / 0.00	1 / 0.02	0 / 0.00	1 / 0.02
			Microsoft Excel	0 / 0.00	1 / 1.59	0 / 0.00	1 / 1.59
			Microsoft Windows XP	0 / 0.00	1 / 0.07	0 / 0.00	1 / 0.07
			None	0 / 0.00	13 / 0.01	0 / 0.00	13 / 0.01
			Oracle 8 Enterprise Edition	0 / 0.00	1 / 0.14	0 / 0.00	1 / 0.14
			WordPerfect Office 2002	0 / 0.00	1 / 0.27	0 / 0.00	1 / 0.27
			Product Total	0 / 0.00	18 / 0.12	0 / 0.00	18 / 0.12
		Shellie Ramsay	None	0 / 0.00	3 / 0.00	0 / 0.00	3 / 0.00
			Novell GroupWise	0 / 0.00	1 / 0.00	0 / 0.00	1 / 0.00
			Product Total	0 / 0.00	4 / 0.00	0 / 0.00	4 / 0.00
		Assigned to Individual Total		0 / 0.00	72 / 0.11	1 / 0.00	73 / 0.11
	Rural Central Desktop Support	Jeremy Standifird	Internet Explorer	0 / 0.00	1 / 0.00	0 / 0.00	1 / 0.00
			Product Total	0 / 0.00	1 / 0.00	0 / 0.00	1 / 0.00

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Transportation

				High	Low	Medium	ATTIR Total
Transportation	Rural Central Desktop Support	Jessica Purcell	None	0 0.00	5 0.00	0 0.00	5 0.00
			Product Total	0 0.00	5 0.00	0 0.00	5 0.00
		Randy Graham	Active Directory	0 0.00	5 0.00	0 0.00	5 0.00
			electronic Project Management	0 0.00	1 0.00	0 0.00	1 0.00
			Financial Information	0 0.00	1 0.00	0 0.00	1 0.00
			Internet Explorer	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Access	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Office	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Office 2003 Professional	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Office Professional 2010	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Windows XP	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	21 0.00	0 0.00	21 0.00
			Novell Client for 32-bit Windows	0 0.00	1 1.16	0 0.00	1 1.16
			Novell ConsoleOne	0 0.00	1 0.00	0 0.00	1 0.00

Transportation

				High	Low	Medium	ATTIR Total
Transportation	Rural Central Desktop Support	Randy Graham	Novell eDirectory	0 0.00	1 0.00	0 0.00	1 0.00
			Novell GroupWise	0 0.00	6 0.00	0 0.00	6 0.00
			Novell GroupWise PDA	0 0.00	1 0.00	0 0.00	1 0.00
			PDF Complete	0 0.00	1 0.00	0 0.00	1 0.00
			ProjectWise	0 0.00	2 0.00	0 0.00	2 0.00
			Product Total	0 0.00	47 0.02	0 0.00	47 0.02
		Richard Packer	Droid	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	6 0.00	0 0.00	6 0.00
			Novell GroupWise	0 0.00	2 0.00	0 0.00	2 0.00
			Product Total	0 0.00	9 0.00	0 0.00	9 0.00
		Todd Hardy	Motor Carrier System	0 0.00	1 0.44	0 0.00	1 0.44
			None	0 0.00	2 0.00	0 0.00	2 0.00
			Product Total	0 0.00	3 0.15	0 0.00	3 0.15
		Assigned to Individual Total		0 0.00	65 0.02	0 0.00	65 0.02

Transportation

				High	Low	Medium	ATTIR Total
Transportation	Rural North Desktop Support	Robert Stock	Microsoft Windows 7	0 0.00	4 0.00	0 0.00	4 0.00
			Microsoft Windows Server	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Windows XP	0 0.00	3 0.00	0 0.00	3 0.00
			None	0 0.00	11 0.00	0 0.00	11 0.00
			Novell ConsoleOne	0 0.00	7 0.00	0 0.00	7 0.00
			PGP	0 0.00	1 0.00	0 0.00	1 0.00
			Utah Master Directory	0 0.00	2 0.00	0 0.00	2 0.00
			ZENworks for Desktops	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	30 0.00	0 0.00	30 0.00
		Rodney Peterson	None	0 0.00	10 0.00	0 0.00	10 0.00
			Product Total	0 0.00	10 0.00	0 0.00	10 0.00
		Assigned to Individual Total		0 0.00	40 0.00	0 0.00	40 0.00
	Rural South Desktop Support	Doug Chaston	Microsoft Windows XP	0 0.00	3 0.00	0 0.00	3 0.00
			None	0 0.00	25 0.00	0 0.00	25 0.00

Transportation

				High	Low	Medium	ATTIR Total
Transportation	Rural South Desktop Support	Doug Chaston	**Product Total**	0 0.00	28 0.00	0 0.00	28 0.00
		Doug Thornton	None	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Joel Finlinson	Adobe Acrobat	0 0.00	1 0.00	0 0.00	1 0.00
			Adobe Connect	0 0.00	1 0.00	0 0.00	1 0.00
			Adobe Reader	0 0.00	3 0.00	0 0.00	3 0.00
			electronic Project Management	0 0.00	1 0.00	0 0.00	1 0.00
			Employee Gateway	0 0.00	1 0.00	0 0.00	1 0.00
			Financial Information	0 0.00	1 0.00	0 0.00	1 0.00
			Fleet Focus	0 0.00	1 0.00	0 0.00	1 0.00
			IManager	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Excel	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Office	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft PowerPoint	0 0.00	1 0.00	0 0.00	1 0.00

Transportation

				High	Low	Medium	ATTIR Total
Transportation	Rural South Desktop Support	Joel Finlinson	Microsoft Windows 7	0 0.00	5 0.00	0 0.00	5 0.00
			Microsoft Windows XP	0 0.00	12 0.00	0 0.00	12 0.00
			Mozilla Firefox	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	5 0.07	0 0.00	5 0.07
			Novell ConsoleOne	0 0.00	4 0.00	0 0.00	4 0.00
			Novell GroupWise 32-bit	0 0.00	5 0.00	0 0.00	5 0.00
			Novell Messenger	0 0.00	1 0.00	0 0.00	1 0.00
			PGP	0 0.00	2 0.00	0 0.00	2 0.00
			Project Development	0 0.00	1 0.00	0 0.00	1 0.00
			ProjectWise	0 0.00	1 0.00	0 0.00	1 0.00
			Symantec AntiVirus	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	51 0.01	0 0.00	51 0.01
		Lance Nay	None	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00

Transportation

			High	Low	Medium	ATTIR Total
Transportation	Rural South Desktop Support	**Assigned to Individual Total**	0 0.00	81 0.00	0 0.00	81 0.00
	Strategic Communications	Dennis Rogers	None	0 0.00	1 0.09	0 0.00	1 0.09
			Product Total	0 0.00	1 0.09	0 0.00	1 0.09
		Assigned to Individual Total	0 0.00	1 0.09	0 0.00	1 0.09
	Technical Lead/Project Manager	Doug Thornton	None	0 0.00	1 0.75	0 0.00	1 0.75
			Product Total	0 0.00	1 0.75	0 0.00	1 0.75
		Assigned to Individual Total	0 0.00	1 0.75	0 0.00	1 0.75
	Voice Operations	Britany Finlay	Telephone	0 0.00	1 0.38	0 0.00	1 0.38
			Product Total	0 0.00	1 0.38	0 0.00	1 0.38
		Gail Christiansen	Telephone	0 0.00	2 0.20	0 0.00	2 0.20
			Product Total	0 0.00	2 0.20	0 0.00	2 0.20
		Kelly Johnson	Telephone	0 0.00	2 0.38	0 0.00	2 0.38
			Product Total	0 0.00	2 0.38	0 0.00	2 0.38
		Romanza Hamblin	None	0 0.00	1 0.00	0 0.00	1 0.00

Transportation

				High	Low	Medium	ATTIR Total
Transportation	Voice Operations	Romanza Hamblin	Telephone	0 0.00	4 0.18	0 0.00	4 0.18
			Product Total	0 0.00	5 0.14	0 0.00	5 0.14
		Romanza Hamblin Sorenson	Telephone	0 0.00	1 0.25	0 0.00	1 0.25
			Product Total	0 0.00	1 0.25	0 0.00	1 0.25
		Assigned to Individual Total		0 0.00	11 0.23	0 0.00	11 0.23
	Voice/Data/WAN Services	Mark Thomas	Telephone	0 0.00	1 0.32	0 0.00	1 0.32
			Product Total	0 0.00	1 0.32	0 0.00	1 0.32
		Assigned to Individual Total		0 0.00	1 0.32	0 0.00	1 0.32
	Assigned Group Total			3 1.25	425 0.09	2 0.26	430 0.10
Customer Company Total				3 1.25	425 0.09	2 0.26	430 0.10

Transportation

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Assigned Group	Assigned to Individual	Product	High	Low	Medium	MR Total
Transportation	Application Services	Bart Purser	Novell GroupWise	0 0	1 0	0 0	1 0
			Proofpoint Email Security	0 0	1 0	0 0	1 0
			Product Total	0 0	2 0	0 0	2 0
		Danielle Hood	BlackBerry Configuration	0 0	1 0	0 0	1 0
			Droid	0 0	1 0	0 0	1 0
			Product Total	0 0	2 0	0 0	2 0
		Martin Gonzalez	None	1 1	1 1	0 0	2 2
			Novell GroupWise	0 0	1 0	0 0	1 0
			Product Total	1 1	2 1	0 0	3 2
		Paul Lundell	BlackBerry Configuration	0 0	1 0	0 0	1 0
			None	0 0	4 2	0 0	4 2

Transportation

				High	Low	Medium	MR Total
Transportation	Application Services	Paul Lundell	Novell GroupWise	0 0	2 0	0 0	2 0
			Product Total	0 0	7 2	0 0	7 2
		Tony Larsen	None	0 0	3 0	0 0	3 0
			Novell GroupWise	0 0	0 0	1 0	1 0
			Product Total	0 0	3 0	1 0	4 0
		Assigned to Individual Total		1 1	16 3	1 0	18 4
	Billing	Sara Brown	None	0 0	1 1	0 0	1 1
			Product Total	0 0	1 1	0 0	1 1
		Assigned to Individual Total		0 0	1 1	0 0	1 1
	Campus Networking	Tim King	None	1 1	1 1	0 0	2 2
			Product Total	1 1	1 1	0 0	2 2
		Assigned to Individual Total		1 1	1 1	0 0	2 2
	Help Desk	Brenda Treadway	Utah Master Directory	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0

Transportation

				High	Low	Medium	MR Total
Transportation	Help Desk	Eileen Dubach	Utah Master Directory	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		James Stearns	None	0 0	1 0	0 0	1 0
			Utah Master Directory	0 0	4 0	0 0	4 0
			Product Total	0 0	5 0	0 0	5 0
		Julie VanBeekum	None	0 0	1 0	0 0	1 0
			Utah Master Directory	0 0	1 0	0 0	1 0
			Product Total	0 0	2 0	0 0	2 0
		Vicky Marrelli	None	0 0	1 0	0 0	1 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			State Payroll Time Entry	0 0	1 0	0 0	1 0
			Utah Master Directory	0 0	1 0	0 0	1 0
			Product Total	0 0	4 0	0 0	4 0
		Assigned to Individual Total		0 0	14 0	0 0	14 0

Transportation

				High	Low	Medium	MR Total
Transportation	Metro C Help Desk	Cindy Romrell	Content Manager - Centralized	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Diane Christensen	None	0 0	12 2	0 0	12 2
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Product Total	0 0	13 2	0 0	13 2
		Karen Gross	Acrobat Reader	0 0	2 0	0 0	2 0
			Adobe Acrobat	0 0	1 0	0 0	1 0
			Droid	0 0	1 0	0 0	1 0
			Internet Explorer	0 0	8 0	0 0	8 0
			Microsoft Excel	0 0	2 0	0 0	2 0
			Microsoft Office	0 0	1 0	0 0	1 0
			Microsoft Office 2003 Professional	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	10 0	0 0	10 0
			Microsoft Word	0 0	1 0	0 0	1 0

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Transportation

				High	Low	Medium	MR Total
Transportation	Metro C Help Desk	Karen Gross	None	0 0	26 0	0 0	26 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Novell GroupWise	1 0	42 0	0 0	43 0
			Novell LAN WorkPlace	0 0	1 0	0 0	1 0
			Project Development	0 0	1 0	0 0	1 0
			ProjectWise	0 0	1 0	0 0	1 0
			State Payroll Time Entry	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	1 0	0 0	1 0
			Product Total	1 0	101 0	0 0	102 0
		Assigned to Individual Total		1 0	115 2	0 0	116 2
	Metro C Hosting	Adam Sorensen	None	0 0	1 0	0 0	1 0
			ProjectWise	0 0	1 1	0 0	1 1
			Product Total	0 0	2 1	0 0	2 1
		Brian Winn	Citrix ICA Client	0 0	1 0	0 0	1 0

Transportation

				High	Low	Medium	MR Total
Transportation	Metro C Hosting	Brian Winn	**Product Total**	0 0	1 0	0 0	1 0
		Jason Wihongi	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Rondal Fields	Microsoft Windows Server	0 0	1 0	0 0	1 0
			None	0 0	1 0	0 0	1 0
			Product Total	0 0	2 0	0 0	2 0
		Assigned to Individual Total		0 0	6 1	0 0	6 1
	Metro C West Desktop Support	Bill Hall	FATPOT	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Cody Flanders	Finance Data Warehouse	0 0	2 0	0 0	2 0
			Microsoft Office	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	12 0	0 0	12 0
			Product Total	0 0	16 0	0 0	16 0

Transportation

				High	Low	Medium	MR Total
Transportation	Metro C West Desktop Support	Hal Wold	Microsoft Excel	0 0	1 0	0 0	1 0
			Microsoft Windows 7	0 0	1 0	0 0	1 0
			None	0 0	5 0	0 0	5 0
			Product Total	0 0	7 0	0 0	7 0
		Jeff Bench	Microsoft Office Professional 2010	0 0	1 0	0 0	1 0
			None	0 0	11 2	0 0	11 2
			Novell GroupWise	0 0	1 0	0 0	1 0
			PGP	0 0	1 1	0 0	1 1
			Product Total	0 0	14 3	0 0	14 3
		Mike Larsen	Internet Explorer	0 0	1 0	0 0	1 0
			Microsoft Office XP Professional	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	8 0	1 0	9 0
			Novell GroupWise	0 0	1 0	0 0	1 0

Transportation

				High	Low	Medium	MR Total
Transportation	Metro C West Desktop Support	Mike Larsen	Product Total	0 0	12 0	1 0	13 0
		Shane Squire	Droid	0 0	1 0	0 0	1 0
			Microsoft Excel	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	13 1	0 0	13 1
			Oracle 8 Enterprise Edition	0 0	1 0	0 0	1 0
			WordPerfect Office 2002	0 0	1 0	0 0	1 0
			Product Total	0 0	18 1	0 0	18 1
		Shellie Ramsay	None	0 0	3 0	0 0	3 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			Product Total	0 0	4 0	0 0	4 0
		Assigned to Individual Total		0 0	72 4	1 0	73 4
	Rural Central Desktop Support	Jeremy Standifird	Internet Explorer	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0

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Transportation

				High	Low	Medium	MR Total
Transportation	Rural Central Desktop Support	Jessica Purcell	None	0 0	5 0	0 0	5 0
			Product Total	0 0	5 0	0 0	5 0
		Randy Graham	Active Directory	0 0	5 0	0 0	5 0
			electronic Project Management	0 0	1 0	0 0	1 0
			Financial Information	0 0	1 0	0 0	1 0
			Internet Explorer	0 0	1 0	0 0	1 0
			Microsoft Access	0 0	1 0	0 0	1 0
			Microsoft Office	0 0	1 0	0 0	1 0
			Microsoft Office 2003 Professional	0 0	1 0	0 0	1 0
			Microsoft Office Professional 2010	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	21 0	0 0	21 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Novell ConsoleOne	0 0	1 0	0 0	1 0

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Transportation

				High	Low	Medium	MR Total
Transportation	Rural Central Desktop Support	Randy Graham	Novell eDirectory	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	6 0	0 0	6 0
			Novell GroupWise PDA	0 0	1 0	0 0	1 0
			PDF Complete	0 0	1 0	0 0	1 0
			ProjectWise	0 0	2 0	0 0	2 0
			Product Total	0 0	47 0	0 0	47 0
		Richard Packer	Droid	0 0	1 0	0 0	1 0
			None	0 0	6 0	0 0	6 0
			Novell GroupWise	0 0	2 0	0 0	2 0
			Product Total	0 0	9 0	0 0	9 0
		Todd Hardy	Motor Carrier System	0 0	1 0	0 0	1 0
			None	0 0	2 0	0 0	2 0
			Product Total	0 0	3 0	0 0	3 0
	Assigned to Individual Total			0 0	65 0	0 0	65 0

Transportation

				High	Low	Medium	MR Total
Transportation	Rural North Desktop Support	Robert Stock	Microsoft Windows 7	0 0	4 0	0 0	4 0
			Microsoft Windows Server	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	3 0	0 0	3 0
			None	0 0	11 0	0 0	11 0
			Novell ConsoleOne	0 0	7 0	0 0	7 0
			PGP	0 0	1 0	0 0	1 0
			Utah Master Directory	0 0	2 0	0 0	2 0
			ZENworks for Desktops	0 0	1 0	0 0	1 0
			Product Total	0 0	30 0	0 0	30 0
		Rodney Peterson	None	0 0	10 0	0 0	10 0
			Product Total	0 0	10 0	0 0	10 0
		Assigned to Individual Total		0 0	40 0	0 0	40 0
	Rural South Desktop Support	Doug Chaston	Microsoft Windows XP	0 0	3 0	0 0	3 0
			None	0 0	25 0	0 0	25 0

Transportation

				High	Low	Medium	MR Total
Transportation	Rural South Desktop Support	Doug Chaston	**Product Total**	0 0	28 0	0 0	28 0
		Doug Thornton	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Joel Finlinson	Adobe Acrobat	0 0	1 0	0 0	1 0
			Adobe Connect	0 0	1 0	0 0	1 0
			Adobe Reader	0 0	3 0	0 0	3 0
			electronic Project Management	0 0	1 0	0 0	1 0
			Employee Gateway	0 0	1 0	0 0	1 0
			Financial Information	0 0	1 0	0 0	1 0
			Fleet Focus	0 0	1 0	0 0	1 0
			IManager	0 0	1 0	0 0	1 0
			Microsoft Excel	0 0	1 0	0 0	1 0
			Microsoft Office	0 0	1 0	0 0	1 0
			Microsoft PowerPoint	0 0	1 0	0 0	1 0

Transportation

				High	Low	Medium	MR Total
Transportation	Rural South Desktop Support	Joel Finlinson	Microsoft Windows 7	0 0	5 0	0 0	5 0
			Microsoft Windows XP	0 0	12 0	0 0	12 0
			Mozilla Firefox	0 0	1 0	0 0	1 0
			None	0 0	5 0	0 0	5 0
			Novell ConsoleOne	0 0	4 0	0 0	4 0
			Novell GroupWise 32-bit	0 0	5 0	0 0	5 0
			Novell Messenger	0 0	1 0	0 0	1 0
			PGP	0 0	2 0	0 0	2 0
			Project Development	0 0	1 0	0 0	1 0
			ProjectWise	0 0	1 0	0 0	1 0
			Symantec AntiVirus	0 0	1 0	0 0	1 0
			Product Total	0 0	51 0	0 0	51 0
		Lance Nay	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0

Transportation

			High	Low	Medium	MR Total
Transportation	Rural South Desktop Support	**Assigned to Individual Total**	0 0	81 0	0 0	81 0
	Strategic Communications	Dennis Rogers	None	0 0	1 1	0 0	1 1
			Product Total	0 0	1 1	0 0	1 1
		Assigned to Individual Total		0 0	1 1	0 0	1 1
	Technical Lead/Project Manager	Doug Thornton	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Voice Operations	Britany Finlay	Telephone	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Gail Christiansen	Telephone	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Kelly Johnson	Telephone	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Romanza Hamblin	None	0 0	1 0	0 0	1 0

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Transportation

				High	Low	Medium	MR Total
Transportation	Voice Operations	Romanza Hamblin	Telephone	0 0	4 0	0 0	4 0
			Product Total	0 0	5 0	0 0	5 0
		Romanza Hamblin Sorensen	Telephone	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	11 0	0 0	11 0
	Voice/Data/WAN Services	Mark Thomas	Telephone	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Assigned Group Total			3 2	425 13	2 0	430 15
Customer Company Total				3 2	425 13	2 0	430 15

Transportation

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Average time in hours			
				High	Low	Medium	ATTR Total
Transportation	Application Services	Bart Purser	Novell GroupWise	0 0.00	1 3.32	0 0.00	1 3.32
			Proofpoint Email Security	0 0.00	1 0.43	0 0.00	1 0.43
			Product Total	0 0.00	2 1.87	0 0.00	2 1.87
		Danielle Hood	BlackBerry Configuration	0 0.00	1 1.34	0 0.00	1 1.34
			Droid	0 0.00	1 1.51	0 0.00	1 1.51
			Product Total	0 0.00	2 1.42	0 0.00	2 1.42
		Martin Gonzalez	None	1 3.36	1 30.65	0 0.00	2 17.00
			Novell GroupWise	0 0.00	1 3.51	0 0.00	1 3.51
			Product Total	1 3.36	2 17.08	0 0.00	3 12.50
		Paul Lundell	BlackBerry Configuration	0 0.00	1 0.78	0 0.00	1 0.78
			None	0 0.00	4 22.81	0 0.00	4 22.81

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Transportation

				High	Low	Medium	ATTR Total
Transportation	Application Services	Paul Lundell	Novell GroupWise	0 0.00	2 3.07	0 0.00	2 3.07
			Product Total	0 0.00	7 14.02	0 0.00	7 14.02
		Tony Larsen	None	0 0.00	3 3.43	0 0.00	3 3.43
			Novell GroupWise	0 0.00	0 0.00	1 0.53	1 0.53
			Product Total	0 0.00	3 3.43	1 0.53	4 2.70
		Assigned to Individual Total		1 3.36	16 9.32	1 0.53	18 8.50
	Billing	Sara Brown	None	0 0.00	1 29.86	0 0.00	1 29.86
			Product Total	0 0.00	1 29.86	0 0.00	1 29.86
		Assigned to Individual Total		0 0.00	1 29.86	0 0.00	1 29.86
	Campus Networking	Tim King	None	1 3.31	1 29.61	0 0.00	2 16.46
			Product Total	1 3.31	1 29.61	0 0.00	2 16.46
		Assigned to Individual Total		1 3.31	1 29.61	0 0.00	2 16.46
	Help Desk	Brenda Treadway	Utah Master Directory	0 0.00	2 0.02	0 0.00	2 0.02
			Product Total	0 0.00	2 0.02	0 0.00	2 0.02

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Transportation

				High	Low	Medium	ATTR Total
Transportation	Help Desk	Eileen Dubach	Utah Master Directory	0 0.00	1 0.27	0 0.00	1 0.27
			Product Total	0 0.00	1 0.27	0 0.00	1 0.27
		James Stearns	None	0 0.00	1 0.08	0 0.00	1 0.08
			Utah Master Directory	0 0.00	4 0.03	0 0.00	4 0.03
			Product Total	0 0.00	5 0.04	0 0.00	5 0.04
		Julie VanBeekum	None	0 0.00	1 0.00	0 0.00	1 0.00
			Utah Master Directory	0 0.00	1 0.28	0 0.00	1 0.28
			Product Total	0 0.00	2 0.14	0 0.00	2 0.14
		Vicky Marrelli	None	0 0.00	1 1.35	0 0.00	1 1.35
			Novell Client for 32-bit Windows	0 0.00	1 0.00	0 0.00	1 0.00
			State Payroll Time Entry	0 0.00	1 0.22	0 0.00	1 0.22
			Utah Master Directory	0 0.00	1 0.96	0 0.00	1 0.96
			Product Total	0 0.00	4 0.63	0 0.00	4 0.63
		Assigned to Individual Total		0 0.00	14 0.24	0 0.00	14 0.24

Transportation

				High	Low	Medium	ATTR Total
Transportation	Metro C Help Desk	Cindy Romrell	Content Manager - Centralized	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Diane Christensen	None	0 0.00	12 1.83	0 0.00	12 1.83
			Novell Client for 32-bit Windows	0 0.00	1 2.82	0 0.00	1 2.82
			Product Total	0 0.00	13 1.91	0 0.00	13 1.91
		Karen Gross	Acrobat Reader	0 0.00	2 0.00	0 0.00	2 0.00
			Adobe Acrobat	0 0.00	1 0.00	0 0.00	1 0.00
			Droid	0 0.00	1 0.00	0 0.00	1 0.00
			Internet Explorer	0 0.00	8 0.00	0 0.00	8 0.00
			Microsoft Excel	0 0.00	2 0.00	0 0.00	2 0.00
			Microsoft Office	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Office 2003 Professional	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Windows XP	0 0.00	10 0.00	0 0.00	10 0.00
			Microsoft Word	0 0.00	1 0.00	0 0.00	1 0.00

Transportation

				High	Low	Medium	ATTR Total
Transportation	Metro C Help Desk	Karen Gross	None	0 0.00	26 0.00	0 0.00	26 0.00
			Novell Client for 32-bit Windows	0 0.00	1 0.00	0 0.00	1 0.00
			Novell GroupWise	1 0.00	42 0.02	0 0.00	43 0.02
			Novell LAN WorkPlace	0 0.00	1 0.00	0 0.00	1 0.00
			Project Development	0 0.00	1 0.00	0 0.00	1 0.00
			ProjectWise	0 0.00	1 0.00	0 0.00	1 0.00
			State Payroll Time Entry	0 0.00	1 4.46	0 0.00	1 4.46
			ZENworks for Desktops	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	1 0.00	101 0.05	0 0.00	102 0.05
		Assigned to Individual Total		1 0.00	115 0.26	0 0.00	116 0.26
	Metro C Hosting	Adam Sorensen	None	0 0.00	1 0.57	0 0.00	1 0.57
			ProjectWise	0 0.00	1 6.32	0 0.00	1 6.32
			Product Total	0 0.00	2 3.45	0 0.00	2 3.45
		Brian Winn	Citrix ICA Client	0 0.00	1 0.48	0 0.00	1 0.48

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Transportation

				High	Low	Medium	ATTR Total
Transportation	Metro C Hosting	Brian Winn	**Product Total**	0 0.00	1 0.48	0 0.00	1 0.48
		Jason Wihongi	None	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Rondal Fields	Microsoft Windows Server	0 0.00	1 1.69	0 0.00	1 1.69
			None	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	2 0.85	0 0.00	2 0.85
		Assigned to Individual Total		0 0.00	6 1.51	0 0.00	6 1.51
	Metro C West Desktop Support	Bill Hall	FATPOT	0 0.00	1 0.12	0 0.00	1 0.12
			Product Total	0 0.00	1 0.12	0 0.00	1 0.12
		Cody Flanders	Finance Data Warehouse	0 0.00	2 0.96	0 0.00	2 0.96
			Microsoft Office	0 0.00	1 0.03	0 0.00	1 0.03
			Microsoft Windows XP	0 0.00	1 5.39	0 0.00	1 5.39
			None	0 0.00	12 1.61	0 0.00	12 1.61
			Product Total	0 0.00	16 1.67	0 0.00	16 1.67

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Transportation

				High	Low	Medium	ATTR Total
Transportation	Metro C West Desktop Support	Hal Wold	Microsoft Excel	0 0.00	1 4.80	0 0.00	1 4.80
			Microsoft Windows 7	0 0.00	1 2.73	0 0.00	1 2.73
			None	0 0.00	5 1.93	0 0.00	5 1.93
			Product Total	0 0.00	7 2.46	0 0.00	7 2.46
		Jeff Bench	Microsoft Office Professional 2010	0 0.00	1 5.41	0 0.00	1 5.41
			None	0 0.00	11 2.88	0 0.00	11 2.88
			Novell GroupWise	0 0.00	1 1.62	0 0.00	1 1.62
			PGP	0 0.00	1 6.23	0 0.00	1 6.23
			Product Total	0 0.00	14 3.21	0 0.00	14 3.21
		Mike Larsen	Internet Explorer	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Office XP Professional	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Windows XP	0 0.00	1 0.12	0 0.00	1 0.12
			None	0 0.00	8 0.04	1 0.00	9 0.04
			Novell GroupWise	0 0.00	1 0.00	0 0.00	1 0.00

Transportation

				High	Low	Medium	ATTR Total
Transportation	Metro C West Desktop Support	Mike Larsen	**Product Total**	0 0.00	12 0.04	1 0.00	13 0.04
		Shane Squire	Droid	0 0.00	1 1.30	0 0.00	1 1.30
			Microsoft Excel	0 0.00	1 5.21	0 0.00	1 5.21
			Microsoft Windows XP	0 0.00	1 0.99	0 0.00	1 0.99
			None	0 0.00	13 1.29	0 0.00	13 1.29
			Oracle 8 Enterprise Edition	0 0.00	1 2.41	0 0.00	1 2.41
			WordPerfect Office 2002	0 0.00	1 3.03	0 0.00	1 3.03
			Product Total	0 0.00	18 1.65	0 0.00	18 1.65
		Shellie Ramsay	None	0 0.00	3 0.09	0 0.00	3 0.09
			Novell GroupWise	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	4 0.07	0 0.00	4 0.07
		Assigned to Individual Total		0 0.00	72 1.66	1 0.00	73 1.64
	Rural Central Desktop Support	Jeremy Standifird	Internet Explorer	0 0.00	1 0.61	0 0.00	1 0.61
			Product Total	0 0.00	1 0.61	0 0.00	1 0.61

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Transportation

				High	Low	Medium	ATTR Total
Transportation	Rural Central Desktop Support	Jessica Purcell	None	0 0.00	5 0.00	0 0.00	5 0.00
			Product Total	0 0.00	5 0.00	0 0.00	5 0.00
		Randy Graham	Active Directory	0 0.00	5 0.00	0 0.00	5 0.00
			electronic Project Management	0 0.00	1 0.00	0 0.00	1 0.00
			Financial Information	0 0.00	1 0.00	0 0.00	1 0.00
			Internet Explorer	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Access	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Office	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Office 2003 Professional	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Office Professional 2010	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Windows XP	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	21 0.00	0 0.00	21 0.00
			Novell Client for 32-bit Windows	0 0.00	1 1.16	0 0.00	1 1.16
			Novell ConsoleOne	0 0.00	1 0.00	0 0.00	1 0.00

Transportation

				High	Low	Medium	ATTR Total
Transportation	Rural Central Desktop Support	Randy Graham	Novell eDirectory	0 0.00	1 0.00	0 0.00	1 0.00
			Novell GroupWise	0 0.00	6 0.00	0 0.00	6 0.00
			Novell GroupWise PDA	0 0.00	1 0.00	0 0.00	1 0.00
			PDF Complete	0 0.00	1 0.00	0 0.00	1 0.00
			ProjectWise	0 0.00	2 0.00	0 0.00	2 0.00
			Product Total	0 0.00	47 0.02	0 0.00	47 0.02
		Richard Packer	Droid	0 0.00	1 1.66	0 0.00	1 1.66
			None	0 0.00	6 0.51	0 0.00	6 0.51
			Novell GroupWise	0 0.00	2 2.02	0 0.00	2 2.02
			Product Total	0 0.00	9 0.97	0 0.00	9 0.97
		Todd Hardy	Motor Carrier System	0 0.00	1 0.44	0 0.00	1 0.44
			None	0 0.00	2 3.00	0 0.00	2 3.00
			Product Total	0 0.00	3 2.15	0 0.00	3 2.15
		Assigned to Individual Total		0 0.00	65 0.28	0 0.00	65 0.28

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Transportation

				High	Low	Medium	ATTR Total
Transportation	Rural North Desktop Support	Robert Stock	Microsoft Windows 7	0 0.00	4 0.71	0 0.00	4 0.71
			Microsoft Windows Server	0 0.00	1 2.80	0 0.00	1 2.80
			Microsoft Windows XP	0 0.00	3 1.45	0 0.00	3 1.45
			None	0 0.00	11 2.09	0 0.00	11 2.09
			Novell ConsoleOne	0 0.00	7 1.28	0 0.00	7 1.28
			PGP	0 0.00	1 0.00	0 0.00	1 0.00
			Utah Master Directory	0 0.00	2 1.05	0 0.00	2 1.05
			ZENworks for Desktops	0 0.00	1 1.96	0 0.00	1 1.96
			Product Total	0 0.00	30 1.53	0 0.00	30 1.53
		Rodney Peterson	None	0 0.00	10 0.04	0 0.00	10 0.04
			Product Total	0 0.00	10 0.04	0 0.00	10 0.04
		Assigned to Individual Total		0 0.00	40 1.19	0 0.00	40 1.19
	Rural South Desktop Support	Doug Chaston	Microsoft Windows XP	0 0.00	3 0.00	0 0.00	3 0.00
			None	0 0.00	25 0.00	0 0.00	25 0.00

Transportation

				High	Low	Medium	ATTR Total
Transportation	Rural South Desktop Support	Doug Chaston	**Product Total**	0 0.00	28 0.00	0 0.00	28 0.00
		Doug Thornton	None	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Joel Finlinson	Adobe Acrobat	0 0.00	1 0.00	0 0.00	1 0.00
			Adobe Connect	0 0.00	1 0.00	0 0.00	1 0.00
			Adobe Reader	0 0.00	3 0.00	0 0.00	3 0.00
			electronic Project Management	0 0.00	1 0.00	0 0.00	1 0.00
			Employee Gateway	0 0.00	1 0.00	0 0.00	1 0.00
			Financial Information	0 0.00	1 0.00	0 0.00	1 0.00
			Fleet Focus	0 0.00	1 0.00	0 0.00	1 0.00
			IManager	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Excel	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Office	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft PowerPoint	0 0.00	1 0.00	0 0.00	1 0.00

Transportation

				High	Low	Medium	ATTR Total
Transportation	Rural South Desktop Support	Joel Finlinson	Microsoft Windows 7	0 0.00	5 0.00	0 0.00	5 0.00
			Microsoft Windows XP	0 0.00	12 0.00	0 0.00	12 0.00
			Mozilla Firefox	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	5 0.07	0 0.00	5 0.07
			Novell ConsoleOne	0 0.00	4 0.00	0 0.00	4 0.00
			Novell GroupWise 32-bit	0 0.00	5 0.00	0 0.00	5 0.00
			Novell Messenger	0 0.00	1 0.00	0 0.00	1 0.00
			PGP	0 0.00	2 0.00	0 0.00	2 0.00
			Project Development	0 0.00	1 0.00	0 0.00	1 0.00
			ProjectWise	0 0.00	1 0.00	0 0.00	1 0.00
			Symantec AntiVirus	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	51 0.01	0 0.00	51 0.01
		Lance Nay	None	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00

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Transportation

			High	Low	Medium	ATTR Total
Transportation	Rural South Desktop Support	**Assigned to Individual Total**	0 0.00	81 0.00	0 0.00	81 0.00
	Strategic Communications	Dennis Rogers	None	0 0.00	1 6.33	0 0.00	1 6.33
			Product Total	0 0.00	1 6.33	0 0.00	1 6.33
		Assigned to Individual Total	0 0.00	1 6.33	0 0.00	1 6.33
	Technical Lead/Project Manager	Doug Thornton	None	0 0.00	1 0.75	0 0.00	1 0.75
			Product Total	0 0.00	1 0.75	0 0.00	1 0.75
		Assigned to Individual Total	0 0.00	1 0.75	0 0.00	1 0.75
	Voice Operations	Britany Finlay	Telephone	0 0.00	1 0.91	0 0.00	1 0.91
			Product Total	0 0.00	1 0.91	0 0.00	1 0.91
		Gail Christiansen	Telephone	0 0.00	2 0.46	0 0.00	2 0.46
			Product Total	0 0.00	2 0.46	0 0.00	2 0.46
		Kelly Johnson	Telephone	0 0.00	2 0.41	0 0.00	2 0.41
			Product Total	0 0.00	2 0.41	0 0.00	2 0.41
		Romanza Hamblin	None	0 0.00	1 0.00	0 0.00	1 0.00

Transportation

				High	Low	Medium	ATTR Total
Transportation	Voice Operations	Romanza Hamblin	Telephone	0 0.00	4 0.61	0 0.00	4 0.61
			Product Total	0 0.00	5 0.49	0 0.00	5 0.49
		Romanza Hamblin Sorensen	Telephone	0 0.00	1 2.21	0 0.00	1 2.21
			Product Total	0 0.00	1 2.21	0 0.00	1 2.21
		Assigned to Individual Total		0 0.00	11 0.66	0 0.00	11 0.66
	Voice/Data/WAN Services	Mark Thomas	Telephone	0 0.00	1 0.81	0 0.00	1 0.81
			Product Total	0 0.00	1 0.81	0 0.00	1 0.81
		Assigned to Individual Total		0 0.00	1 0.81	0 0.00	1 0.81
	Assigned Group Total			3 2.22	425 1.07	2 0.27	430 1.08
Customer Company Total				3 2.22	425 1.07	2 0.27	430 1.08

Transportation

Detail

INC000000363511	Marwan Farah	Application	Reporting	Novell GroupWise	TIR Missed:	No	0.00
Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed:	No	5.84
INC000000429627	Paul Kikuchi	None	None	None	TIR Missed:	No	0.69
Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed:	Yes	74.11
INC000000434869	Paul Kikuchi	None	None	None	TIR Missed:	No	0.68
Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed:	Yes	11.43
INC000000444689	Paul Kikuchi	None	None	None	TIR Missed:	No	0.31
Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed:	No	1.04
INC000000454264	Bill Smith	Network	Password	Utah Master Directory	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000454265	Rex Harris	Network	Password	Microsoft Windows 7	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000454268	Kelly Andrew	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000454271	Bill Sube	PC/Laptop	Performance	None	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000454289	PJ Roubinet	Print/Copy/Scan/Fax	Queue	Microsoft Windows 7	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000454291	Michael Stephenson	Print/Copy/Scan/Fax	Queue	Microsoft Windows 7	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000454296	Darin Duersch	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000454298	Rodney Terry	Application	Error	None	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000454300	Rodger Genereux	Application	Password	PGP	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000454517	Bret Heiner	Application	Password	Utah Master Directory	TIR Missed:	No	0.27
Help Desk	Eileen Dubach	Transportation	Low	Closed	TTR Missed:	No	0.27
INC000000454652	Linda Barrow	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed:	No	0.29
INC000000454696	Bob Peterson	Application	Error	ProjectWise	TIR Missed:	No	0.37
Metro C Hosting	Adam Sorensen	Transportation	Low	Closed	TTR Missed:	Yes	6.32

Transportation

INC000000454702	Michelle Lewis	None	None	None	TIR Missed: No	0.59
	Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	4.65
INC000000454973	PK Mohanty	Mobile Devices	Error	Droid	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	1.66
INC000000455125	Richard Sharp	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455132	Bonnie Bernardo	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Medium	Closed	TTR Missed: No	0.00
INC000000455134	Mike Marz	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455136	David Benard	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455138	Sharon Twitchell	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	2.82
INC000000455170	Andy Mortensen	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455240	Wendy Kemp	Network	None	Novell LAN WorkPlace	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455250	Chris Newman	Application	None	ProjectWise	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455277	Terry Butcher	PC/Laptop	Hardware	None	TIR Missed: No	0.03
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	0.84
INC000000455289	Danielle Herrscher	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455305	Kelly Burns	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455312	Susan Jensen	Application	Password	Adobe Connect	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455333	Devin Monroe	Network	Password	IManager	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455426	Danny Eyre	PC/Laptop	Password	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455433	Brandon McKinlay	Application	Password	Novell ConsoleOne	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000455468	Sharon Gardner	Application	Error	Oracle 8 Enterprise Edition	TIR Missed: No	0.14
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	2.41
INC000000455508	Mike Ellis	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455543	Brad Hardesty	Application	None	Motor Carrier System	TIR Missed: No	0.44
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed: No	0.44
INC000000455556	Randy Obray	Application	Error	Adobe Reader	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455576	Doug Malone	Network	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455635	Jared Jeffs	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455636	Josh Glazier	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455638	Sherrie Brown	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455648	Richard Allen	Network	Incident	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455650	Paula Brown	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455651	Zachary Boyle	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455657	Sherrie Brown	Application	Error	Microsoft Office	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455658	Lisa Anderson	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455669	Paula Brown	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455734	Robert Tripp	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455784	Leslie M Peterson	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455786	Sharon Gardner	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000455879	Wendy Nez	Application	Error	Novell ConsoleOne	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000455923	Dale Green	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456063	Cherise Young	None	None	None	TIR Missed: No	0.03
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	4.92
INC000000456160	Devin Monroe	Network	Password	Novell Messenger	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456167	Layne Brown	Print/Copy/Scan/Fax	Incident	Project Development Business ⑨	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456179	Wendy Nez	Application	Error	Novell ConsoleOne	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456188	Sharon Gardner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456207	Jami Gentry	Application	Error	Adobe Reader	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456216	Nathan Merrill	Application	Error	Adobe Acrobat	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456217	Daryl Christensen	Network	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456222	Clayton Wilson	Network	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456228	Kerry Savage	Network	Password	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456229	Pat McGann	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456245	Marci Brunson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456250	Jim McConnell	Application	Error	ProjectWise	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456254	Randy Obray	Application	Error	Adobe Reader	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456266	Leonard Heaps	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000456272	Chet Johnson	PC/Laptop	Hardware	Microsoft Windows XP Professi	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456275	Mike Seng	Network	Password	Novell ConsoleOne	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456279	Doug Croft	Application	Error	Microsoft Excel	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456339	Kristi Barney	Application	None	Finance Data Warehouse	TIR Missed: No	0.66
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	0.66
INC000000456419	Allen Mafileo	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	1.26
INC000000456493	Bob Gardiner	Server	Performance	None	TIR Missed: No	0.57
	Metro C Hosting	Adam Sorensen	Transportation	Low	Closed	TTR Missed: No	0.57
INC000000456560	Brandi Trujillo	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456577	Carma Savage	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin	Transportation	Low	Closed	TTR Missed: No	0.14
INC000000456593	Bryan Adams	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: Yes	13.71
INC000000456595	Brandi Trujillo	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456620	Neil Petrick	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456624	Stephen Hoffman	Application	None	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456664	Robert Newbold	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.21
INC000000456672	Neil Petrick	Application	None	Acrobat Reader	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456689	Mindy Nelson	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456691	Sherry Brown	Application	Error	ProjectWise	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000456693	Leann Abegglen	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000456694	Roger Dransfield	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000456695	Scott Esplin	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000456700	Arty Johnson	Network	Incident	None		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000456702	Ranae Nielsen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000456703	Clayton Weaver	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000456706	Neil Lundell	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000456708	Wade Ramsay	Mobile Devices	Error	Novell ConsoleOne		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000456713	Pat Lowe	Mobile Devices	Error	None		TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000456782	Dale Green	PC/Laptop	Error	None		TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed		TTR Missed: No	5.71
INC000000456891	Tumau Laulu	PC/Laptop	None	Microsoft Windows XP Professi		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000456995	Ron Wicks	Application	Error	Novell GroupWise		TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed		TTR Missed: No	4.04
INC000000457009	Robbie Hatfield	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed		TTR Missed: No	0.05
INC000000457058	Angelo Papastamos	Mobile Devices	None	BlackBerry Configuration		TIR Missed: No	0.12
Application Services	Paul Lundell	Transportation	Low	Closed		TTR Missed: No	0.78
INC000000457061	Ron Wicks	Application	Error	Novell GroupWise		TIR Missed: Yes	3.19
Application Services	Martin Gonzalez	Transportation	Low	Closed		TTR Missed: No	3.51
INC000000457319	Craig DeRose	Mobile Devices	Error	None		TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000457475	Doug Malone	None	None	None		TIR Missed: No	0.02
Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed		TTR Missed: No	4.80
INC000000457502	Lori Dabling	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed		TTR Missed: No	0.00

Transportation

INC000000457503	Kristi Barney	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000457504	Adam Anderson	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000457560	Carma Savage	Telecom	CrossTalk/Noise/Static	Telephone			TIR Missed: No	0.12
	Voice Operations	Gail Christiansen	Transportation	Low	Closed		TTR Missed: No	0.12
INC000000457800	Sylvia Hartley	Network	Password	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000457863	George Peterson	PC/Laptop	Performance	None			TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000457878	Devin Routson	Telecom	Dial Tone	Telephone			TIR Missed: No	0.36
	Voice Operations	Kelly Johnson	Transportation	Low	Closed		TTR Missed: No	0.36
INC000000457893	Paula Brown	Application	None	Internet Explorer			TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000457895	George Peterson	PC/Laptop	Performance	None			TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000457898	Rob Wight	Application	None	Novell GroupWise			TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000457968	Jason henley	Application	None	Novell GroupWise			TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000457986	Patti Barton	Network	Error	None			TIR Missed: No	0.02
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed		TTR Missed: No	3.10
INC000000458011	Ervan Rhoades	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Transportation	Low	Closed		TTR Missed: No	
INC000000458015	Justin Lazenby	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Transportation	Low	Closed		TTR Missed: No	
INC000000458017	Daniel Taylor	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Transportation	Low	Closed		TTR Missed: No	
INC000000458039	Paul Kikuchi	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed		TTR Missed: No	0.00
INC000000458116	Frank Pisani	None	None	None			TIR Missed: No	0.02
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed		TTR Missed: No	1.03
INC000000458143	Ron Wicks	Application	Error	Novell GroupWise			TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed		TTR Missed: No	0.00

Transportation

INC000000458187	Wendy Tripp	Application	None	Microsoft Word	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000458245	Mike Garcia	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed:	No	0.89
INC000000458308	Lee Meyers	Network	Performance	None	TIR Missed:	No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000458708	Jace Mecham	Storage	Stand Alone	None	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed:	No	2.73
INC000000458709	Jace Mecham	Wireless Connectivity	Error	None	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed:	No	2.71
INC000000458710	Lloyd Muhlestein	PC/Laptop	Performance	None	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed:	No	2.75
INC000000458716	Jason Stimpson	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed:	No	2.74
INC000000458727	Jaydee Lindsay	PC/Laptop	Performance	None	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed:	No	2.68
INC000000458729	Susan Jensen	Application	Error	Microsoft Windows XP Professic	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000458730	Mona Freeze	Network	Error	Microsoft Windows Server 2003	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed:	No	2.80
INC000000458786	Jennifer Orton	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000458807	Joanna Gunderson	Telecom	Hardware	Telephone	TIR Missed:	No	0.25
Voice Operations	Romanza Hamblin	Transportation	Low	Closed	TTR Missed:	No	0.25
INC000000458827	Gary Black	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000458851	Marci Brunson	None	None	None	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000458928	Craig Ide	None	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000458936	Boyce Mulder	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000459042	Patti Barton	Application	None	Project Development Business §	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00

Transportation

INC000000459046	Richard Sharp	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000459065	Nena Woodmansee	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000459132	Blake Gillies	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000459139	Cheryll Benner	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000459155	Tracy Kirkham	Print/Copy/Scan/Fax	Error Code	Microsoft Windows 7	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000459159	Kirk Thornock	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000459168	Mone Wardle	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000459175	Steven Quinn	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000459189	Devin Routson	None	None	None	TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000459203	Jerry E Hall	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000459433	Mone Wardle	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000459495	Devin Routson	Telecom	Call Management	Telephone	TIR Missed: No	0.32
	Voice/Data/WAN Services	Mark Thomas	Transportation	Low	Closed	TTR Missed: No	0.81
INC000000459497	Mike Evans	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	4.32
INC000000459701	Zeke Gonzalez	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000459719	Chris Newman	Application	None	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000459722	Jan Johnson	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	1.62
INC000000459726	Ahmad Jaber	Mobile Devices	None	Droid	TIR Missed: No	0.02
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	1.30

Transportation

INC000000459742	Clinton Martin	Application	Password	Utah Master Directory	TIR Missed:	No	0.04
Help Desk	Julie VanBeekum	Transportation		Low	Closed	TTR Missed: No	0.28
INC000000459771	Jim Higbee	Application	None	Novell GroupWise	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000459787	Justin Jar	None	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Diane Christensen	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000459829	Joanna Gunderson	Telecom	Hardware	Telephone	TIR Missed:	No	0.19
Voice Operations	Romanza Hamblin	Transportation		Low	Closed	TTR Missed: No	0.19
INC000000459834	Ethelyn Olsen	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Shellie Ramsay	Transportation		Low	Closed	TTR Missed: No	0.07
INC000000459907	Brent Wallwork	Network	Incident	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Richard Packer	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000459910	Devin Routson	Billing	None	None	TIR Missed:	Yes	1.58
Billing	Sara Brown	Transportation		Low	Closed	TTR Missed: Yes	29.86
INC000000459938	Julie Mattingly	None	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Diane Christensen	Transportation		Low	Closed	TTR Missed: Yes	8.27
INC000000459955	Robert Kesler	Network	Performance	None	TIR Missed:	No	0.00
Rural South Desktop Support	Doug Chaston	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000459959	Michelle Verucchi	None	None	None	TIR Missed:	Yes	4.59
Application Services	Tony Larsen	Transportation		Low	Closed	TTR Missed: No	4.66
INC000000459984	Terry Wiseman	Network	Performance	None	TIR Missed:	No	0.00
Rural South Desktop Support	Doug Chaston	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000459985	Kelly Garner	Application	None	Microsoft Windows 7	TIR Missed:	No	0.47
Metro C West Desktop Support	Hal Wold	Transportation		Low	Closed	TTR Missed: No	2.73
INC000000460244	Geoffrey Dupaix	PC/Laptop	Virus	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Richard Packer	Transportation		Low	Closed	TTR Missed: No	1.22
INC000000460263	Fred Priebe	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Jessica Purcell	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000460370	Pamela Moyer	Application	None	Internet Explorer	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000460407	Richard Sharp	PC/Laptop	Performance	Microsoft Windows XP Professio	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000460415	Jeff H Johnson	Print/Copy/Scan/Fax	Error Code	None	TIR Missed:	No	0.00
Rural South Desktop Support	Doug Chaston	Transportation		Low	Closed	TTR Missed: No	0.00

Transportation

ID	Name	Category	Type	Item			Value
INC000000460420	Anita Grover	Application	Password	Utah Master Directory	TIR Missed: No		0.11
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.96
INC000000460421	Daniel Taylor	None	None	None	TIR Missed: No		0.00
	Rural Central Desktop Support	Jessica Purcell	Transportation	Low	Resolved	TTR Missed: No	
INC000000460482	Cristina Cibrian	Mobile Devices	None	None	TIR Missed: No		0.03
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.19
INC000000460487	Jim Phillips	None	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000460517	Adam Anderson	None	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000460528	Jim Phillips	Mobile Devices	None	Droid	TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000460551	Ahmad Jaber	None	None	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000460566	Kathy Ryan	None	None	None	TIR Missed: No		0.00
	Rural South Desktop Support	Lance Nay	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000460638	Paula Magnuson	None	None	None	TIR Missed: No		0.03
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.17
INC000000460749	Tracy Munson	Network	Error	None	TIR Missed: No		0.36
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.36
INC000000460825	Jamie Torres	Application	None	Microsoft Excel	TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000460896	Elaine Fanning	None	None	None	TIR Missed: Yes		4.01
	Application Services	Tony Larsen	Transportation	Low	Closed	TTR Missed: No	4.01
INC000000460949	Leslie M Peterson	Telecom	Call Management	Telephone	TIR Missed: No		0.38
	Voice Operations	Britany Finlay	Transportation	Low	Closed	TTR Missed: No	0.91
INC000000460952	Cindy Wright	Application	Error	Microsoft PowerPoint	TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000460991	Robert Woolsey	Network	Error	Active Directory	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000460995	Bob Westover	Application	Error	Microsoft Office Professional 20	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000460997	Pat Lowe	Network	Incident	Active Directory	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC Number	Name	Category	Type	System	TIR Missed			Value
INC000000460998	Stuart Hoff	Network	Incident	Active Directory	TIR Missed:	No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000461001	Brent Wallwork	Network	Error	Novell eDirectory	TIR Missed:	No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000461003	Neil Lundell	Mobile Devices	Error	Novell GroupWise	TIR Missed:	No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000461010	James Oneil Winn	Application	Error	electronic Project Management	TIR Missed:	No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000461012	Stuart Hoff	Network	Error	Active Directory	TIR Missed:	No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000461014	Bob Westover	PC/Laptop	Error	None	TIR Missed:	No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000461016	Ronald Hawkins	PC/Laptop	Hardware	None	TIR Missed:	No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000461017	Glen Wahlberg	PC/Laptop	Hardware	None	TIR Missed:	No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000461019	Ronald Hawkins	Application	Error	Novell GroupWise	TIR Missed:	No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000461025	Pat Lowe	Network	Error	None	TIR Missed:	No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000461028	Tonia Lou Wall	Application	Error	Financial Information Network	TIR Missed:	No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000461296	Matthew Luker	Mobile Devices	Error	Droid	TIR Missed:	No		0.39
	Application Services	Danielle Hood	Transportation	Low		Closed	TTR Missed: No	1.51
INC000000461308	Darcy Brantly	Application	None	Microsoft Excel	TIR Missed:	No		0.25
	Metro C West Desktop Support	Hal Wold	Transportation	Low		Closed	TTR Missed: No	4.80
INC000000461327	Richard H Jones	PC/Laptop	Hardware	None	TIR Missed:	No		0.03
	Metro C West Desktop Support	Cody Flanders	Transportation	Low		Closed	TTR Missed: No	2.25
INC000000461527	Devin Routson	Telecom	Dial Tone	Telephone	TIR Missed:	No		0.28
	Voice Operations	Gail Christiansen	Transportation	Low		Resolved	TTR Missed: No	0.80
INC000000461563	Mike Seng	Application	Error	Novell GroupWise 32-bit Window	TIR Missed:	No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000461616	Susan Parker	None	None	None	TIR Missed:	No		0.31
	Application Services	Tony Larsen	Transportation	Low		Closed	TTR Missed: No	1.62

Transportation

INC000000461631	Joseph Peretto	Application	Password	Utah Master Directory	TIR Missed: No		0.04
	Help Desk	Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.04
INC000000461636	Blaine Major	None	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000461671	Cheri Guertler	Application	Password	Content Manager - Centralized	TIR Missed: No		0.00
	Metro C Help Desk	Cindy Romrell	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000461773	Darren Vincent	Application	Error	Internet Explorer	TIR Missed: No		0.00
	Rural Central Desktop Support	Jeremy Standifird	Transportation	Low	Closed	TTR Missed: No	0.61
INC000000461836	Stephen Goodrich	Application	None	Microsoft Excel	TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000461872	Elden Bingham	None	None	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.33
INC000000462012	Toni Butterfield	None	None	None	TIR Missed: No		0.08
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No	0.08
INC000000462068	Khaisy Vonarath	PC/Laptop	Hardware	None	TIR Missed: No		0.16
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	2.16
INC000000462189	Mike Brehm	Application	None	Novell GroupWise	TIR Missed: No		0.07
	Application Services	Bart Purser	Transportation	Low	Closed	TTR Missed: No	3.32
INC000000462289	Blaine Major	PC/Laptop	Error	None	TIR Missed: Yes		1.57
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	4.77
INC000000462359	Lyle McMillan	PC/Laptop	Hardware	None	TIR Missed: No		0.55
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed: No	3.57
INC000000462362	Ryan Ferrin	Application	Error	Microsoft Office Professional 20	TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	5.41
INC000000462387	Rick Pro	Telecom	Dial Tone	Telephone	TIR Missed: No		0.14
	Voice Operations	Romanza Hamblin	Transportation	Low	Resolved	TTR Missed: No	1.88
INC000000462398	Mark Daniels	Application	Error	None	TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000462442	Mone Wardle	Application	Error	Novell GroupWise	TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000462589	Eric Chaston	None	None	None	TIR Missed: No		0.14
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	2.77
INC000000462614	Elaine Fanning	None	None	None	TIR Missed: No		0.00
	Metro C Hosting	Jason Wihongi	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000462615	Debra Duggins	Application	None	WordPerfect Office 2002	TIR Missed:	No	0.27
Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed:	No	3.03
INC000000462616	Miles Evans	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	2.38
INC000000462671	Travis G Ackermann	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	1.84
INC000000462725	Jamie Torres	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000462736	Geoffrey Dupaix	Network	Error	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed:	No	0.77
INC000000462836	James Baird	Application	None	Internet Explorer	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000462841	Tawnya Lang	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.18
Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed:	No	0.44
INC000000462860	Gary M Nelson	EIS Hardware	None	None	TIR Missed:	No	0.09
Strategic Communications	Dennis Rogers	Transportation	Low	Closed	TTR Missed:	Yes	6.33
INC000000462985	Cheri Guertler	Application	Error	Microsoft Office	TIR Missed:	No	0.03
Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed:	No	0.03
INC000000463029	Austin LaRue	Application	None	ZENworks for Desktops	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed:	No	1.96
INC000000463128	Pat Morley	None	None	None	TIR Missed:	Yes	3.97
Campus Networking	Tim King	Transportation	Low	Resolved	TTR Missed:	Yes	29.61
INC000000463173	Michael J Evans	Telecom	Call/Receive	Telephone	TIR Missed:	No	0.40
Voice Operations	Kelly Johnson	Transportation	Low	Closed	TTR Missed:	No	0.45
INC000000463174	Tim Rose	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	Yes	6.83
INC000000463186	Joe Mosher	Application	Password	Utah Master Directory	TIR Missed:	No	0.10
Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed:	No	0.10
INC000000463487	Sheila Fry-Higgins	Print/Copy/Scan/Fax	Error Code	Microsoft Windows XP Professic	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000463533	Paul Egbert	PC/Laptop	Password	Microsoft Windows 7	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed:	No	2.83
INC000000463538	Paul Egbert	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed:	No	2.81

Transportation

INC000000463553	Mona Freeze	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	2.71
INC000000463557	Nate Peterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000463562	Tammy Misrasi	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	2.64
INC000000463563	Christopher Lizotte	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000463672	Jesse Glidden	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	1.10
INC000000463675	Austin LaRue	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	1.07
INC000000463677	Carma Savage	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	1.05
INC000000463679	Nate Peterson	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	1.04
INC000000463680	Rodney Terry	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	1.03
INC000000463682	Zack Andrus	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	1.02
INC000000463694	Julie Preece	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000463699	Nicole Rees	PC/Laptop	None	Microsoft Windows XP Professi	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000463707	Susan Jensen	Application	Error	Microsoft Windows XP Professi	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000463717	Cindy Ingram	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Transportation	Low	Closed	TTR Missed: No	0.12
INC000000463792	Tim Rodriguez	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000463829	Scott Niemeyer	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000463830	Homa Shabestari	None	None	Internet Explorer		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

| INC000000463831 | Eric Chaston | None | None | Microsoft Office XP Professiona | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Mike Larsen | Transportation | Low | Resolved | TTR Missed: No | 3.00 |

| INC000000463914 | Jim Phillips | None | None | None | TIR Missed: No | 0.03 |
| | Metro C West Desktop Support | Hal Wold | Transportation | Low | Resolved | TTR Missed: No | 3.00 |

| INC000000464002 | Geoffrey Dupaix | Network | Error | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Richard Packer | Transportation | Low | Resolved | TTR Missed: No | 1.08 |

| INC000000464204 | Donna McNew | Application | None | Finance Data Warehouse | TIR Missed: No | 0.34 |
| | Metro C West Desktop Support | Cody Flanders | Transportation | Low | Resolved | TTR Missed: No | 1.27 |

| INC000000464237 | Clifford Wright | Application | Password | Utah Master Directory | TIR Missed: No | 0.00 |
| | Help Desk | James Stearns | Transportation | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000464260 | Steven Jenson | Application | Password | Utah Master Directory | TIR Missed: No | 0.00 |
| | Help Desk | James Stearns | Transportation | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000464342 | Rukhsana Lindsey | Application | None | Novell GroupWise | TIR Missed: No | 0.16 |
| | Application Services | Paul Lundell | Transportation | Low | Resolved | TTR Missed: No | 0.30 |

| INC000000464453 | Clark Allen | PC/Laptop | None | None | TIR Missed: No | 0.92 |
| | Metro C West Desktop Support | Cody Flanders | Transportation | Low | Resolved | TTR Missed: No | 0.92 |

| INC000000464477 | Julie Lewis | Application | None | Novell GroupWise | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Karen Gross | Transportation | High | Resolved | TTR Missed: No | 0.00 |

| INC000000464481 | Mary Ann Wayman | Application | None | Acrobat Reader | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Karen Gross | Transportation | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000464494 | Josh Glazier | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000464501 | Dilshad Yasmin | Application | Error | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000464513 | Steven Carnesecca | Network | Incident | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000464515 | Rod Hess | Application | Error | PDF Complete | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000464518 | Kerry Bytheway | PC/Laptop | Password | Microsoft Windows XP Professic | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Karen Gross | Transportation | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000464524 | Glen Slaugh | Network | Password | Novell GroupWise | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Randy Graham | Transportation | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000464529 | Dan Kuhn | Application | None | Internet Explorer | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Karen Gross | Transportation | Low | Resolved | TTR Missed: No | 0.00 |

Transportation

Incident	Name	Category1	Category2	Product	TIR/TTR	Missed	Hours
INC000000464734	Kelly Moffitt	None	None	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000464735	Rodger Genereux	None	None	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	
INC000000464762	Glen Ames	None	None	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000464764	Rodger Genereux	None	None	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	0.07
INC000000464877	Rodger Genereux	None	None	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000464886	Judie McDermott	None	None	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	0.33
INC000000464926	Pat McGann	PC/Laptop	Hardware	Microsoft Windows XP Professic	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000464928	Brett Anderson	Print/Copy/Scan/Fax	Queue	Microsoft Windows 7	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465059	Richard Oliver	PC/Laptop	Error	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Resolved	TTR Missed: No	0.30
INC000000465083	Carl Carrington	None	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	1.20
INC000000465097	Barry Axelrod	None	None	None	TIR Missed:	Yes	3.31
	Campus Networking	Tim King	Transportation	High	Resolved	TTR Missed: Yes	3.31
INC000000465148	Ray Bentley	None	None	None	TIR Missed:	No	0.75
	Technical Lead/Project Manager	Doug Thornton	Transportation	Low	Resolved	TTR Missed: No	0.75
INC000000465154	Rudy Alder	None	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: Yes	7.51
INC000000465172	Wes Starkenburg	Server	None	Microsoft Windows Server 2008	TIR Missed:	No	0.43
	Metro C Hosting	Rondal Fields	Transportation	Low	Resolved	TTR Missed: No	1.69
INC000000465211	Shirleen Hancock	Mobile Devices	None	BlackBerry Configuration	TIR Missed:	Yes	1.30
	Application Services	Danielle Hood	Transportation	Low	Resolved	TTR Missed: No	1.34
INC000000465231	Bo Guo	Application	None	Microsoft Windows XP Professic	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465246	Ray Bentley	Network	Password	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000465262	Ming Ming Jiang	Application	None	Microsoft Windows XP Professic	TIR Missed:	No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465347	Steven Niebergall	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed:	No	0.00
Rural North Desktop Support		Robert Stock	Transportation	Low	Resolved	TTR Missed: No	3.42
INC000000465471	Neil Petrick	Application	None	Internet Explorer	TIR Missed:	No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465478	Henry Johnston	Application	None	Microsoft Excel	TIR Missed:	Yes	1.59
Metro C West Desktop Support		Shane Squire	Transportation	Low	Resolved	TTR Missed: No	5.21
INC000000465570	Joni DeMille	None	None	None	TIR Missed:	No	0.26
Application Services		Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: Yes	30.65
INC000000465598	Darin Fristrup	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
Rural North Desktop Support		Robert Stock	Transportation	Low	Resolved	TTR Missed: No	3.88
INC000000465617	Peter Bigelow	Application	Error	State Payroll Time Entry System	TIR Missed:	No	0.00
Help Desk		Vicky Marrelli	Transportation	Low	Resolved	TTR Missed: No	0.22
INC000000465702	Raeleen Sanchez	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support		Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	1.27
INC000000465721	Pam Salazar	Application	None	Novell GroupWise	TIR Missed:	No	0.00
Metro C West Desktop Support		Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465765	Dan Kuhn	None	None	None	TIR Missed:	No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465769	Barry Axelrod	None	None	Novell GroupWise	TIR Missed:	No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465770	Cheryll Benner	None	None	Novell GroupWise	TIR Missed:	No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465773	Darcy Brantly	None	None	Novell GroupWise	TIR Missed:	No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465774	Cherise Young	None	None	Novell GroupWise	TIR Missed:	No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465775	Paula Brown	None	None	Novell GroupWise	TIR Missed:	No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465776	Vicki Hanshew	None	None	Novell GroupWise	TIR Missed:	No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465777	Bill Lawrence	None	None	Novell GroupWise	TIR Missed:	No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation						

INC000000465781	Brandi Trujillo	None	None	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465782	Julie Mattingly	None	None	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465784	Amanda Holm	None	None	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465785	Richard H Jones	None	None	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465786	Araxy Black	None	None	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465787	Jim Higbee	None	None	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465789	Jim Gorac	None	None	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465791	Elizabeth Giraud	None	None	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465792	Tracie Montano	None	None	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465793	Terri St. Armand	None	None	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465799	Jason Richins	None	None	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465800	Mary Ann Wayman	None	None	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465804	Gaye Hettrick	None	None	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465807	Joanna Gunderson	None	None	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465813	Jim Holfeltz	None	None	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465816	Cameron Kergaye	None	None	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465817	Eric Cheng	None	None	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000465818	Daniel Hsiao	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465819	Dan Kuhn	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465837	Paul Harper	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465941	Nicole Godfrey	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465945	Darin Fristrup	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	0.93
INC000000465956	Terry Butcher	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465970	Lyle Banks	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465973	Robert Brown	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465992	Robert Brown	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000465998	Jeff H Johnson	Network	Virus	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000466002	Jeff H Johnson	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000466027	Jared Barton	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000466068	Donna Beagley	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000466100	Nacey Wilson	Network	Password	Utah Master Directory	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	2.09
INC000000466305	Leigh Sturges	Application	Error	Proofpoint Email Security	TIR Missed: No	0.28
	Application Services	Bart Purser	Transportation	Low	Resolved	TTR Missed: No	0.43
INC000000466362	Paul Judd	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000466623	Rick Torgerson	Application	Error	Mozilla Firefox	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000466625	Michelle Lewis	None	None	None	TIR Missed:	Yes	1.35
Help Desk		Vicky Marrelli	Transportation	Low	Resolved	TTR Missed: No	1.35
INC000000466659	Michael Berry	None	None	Microsoft Windows XP Professic	TIR Missed:	No	0.00
Metro C West Desktop Support		Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.12
INC000000466669	Michelle Lindgren	PC/Laptop	Error	None	TIR Missed:	No	0.00
Metro C West Desktop Support		Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.07
INC000000466672	Quentin Hughes	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
Metro C West Desktop Support		Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.06
INC000000466743	James Thomas Buckley	Application	Password	Utah Master Directory	TIR Missed:	No	0.00
Help Desk		Brenda Treadway	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000466851	Carma Savage	Telecom	Coverage Path	Telephone	TIR Missed:	No	0.25
Voice Operations		Romanza Hamblin Sorensen	Transportation	Low	Resolved	TTR Missed: No	2.21
INC000000466855	Corwin Christensen	Application	Error	None	TIR Missed:	No	0.00
Rural South Desktop Support		Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000466876	Corwin Christensen	PC/Laptop	Performance	None	TIR Missed:	No	0.00
Rural South Desktop Support		Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000466897	Jason E Davis	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support		Jeff Bench	Transportation	Low	Resolved	TTR Missed: Yes	8.23
INC000000466908	Glen Allen	Application	Error	Microsoft Windows XP Professic	TIR Missed:	No	0.00
Rural South Desktop Support		Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000466947	Kimberly O'Reilly	Application	None	Novell GroupWise	TIR Missed:	No	0.32
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.75
INC000000466958	Roy Ulibarri	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support		Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000466959	Chad Sheppick	Application	None	State Payroll Time Entry Systen	TIR Missed:	No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Resolved	TTR Missed: No	4.46
INC000000466977	Marcus Gleave	Application	Error	Microsoft Windows XP Professic	TIR Missed:	No	0.00
Rural South Desktop Support		Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000466984	Brent Jessen	Application	Error	Microsoft Windows XP Professic	TIR Missed:	No	0.00
Rural South Desktop Support		Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000467013	Dale Stapley	Network	Performance	None	TIR Missed:	No	0.00
Rural South Desktop Support		Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000467022	Ross Christiansen	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
Rural South Desktop Support		Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000467153	Ileene Grundy	Application	Error	Financial Information Network	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000467157	Griffin Harris	Application	Error	Microsoft Access	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000467172	Arty Johnson	Application	Reporting	Novell GroupWise	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000467176	Ranae Nielsen	Application	Reporting	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000467252	Dale G Robins	Application	Error	Microsoft Windows XP Professic	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000467276	Brent Schvaneveldt	Network	Performance	Active Directory	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000467284	Wade Ramsay	Remote Connectivity	Error	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000467287	Steven Carnesecca	Network	Error	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000467291	Stuart Hoff	Network	Incident	Microsoft Windows XP Professic	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000467292	Kurtis Park	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000467299	Griffin Harris	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000467309	Sherry Brown	Application	Error	ProjectWise	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000467329	Glen Slaugh	PC/Laptop	Error	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000467358	Chad Hansen	Application	Error	Microsoft Office 2003 Professior	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000467397	Ron Parks	Application	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000467593	Jackie Nosack	None	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000467594	Pamela Moyer	Application	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Resolved	TTR Missed: No	0.00

Transportation

Incident	Name	Category	Type	Product	TIR Missed		Value
INC000000467678	Kory Iman	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	Yes	1.16
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	1.16
INC000000467818	Rodger Genereux	None	None	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000467943	Sharon Gardner	Application	None	Novell GroupWise	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000468064	Daniel Hsiao	PC/Laptop	Performance	Microsoft Windows XP Professio	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000468188	Jami Gentry	Print/Copy/Scan/Fax	Queue	Microsoft Windows XP Professio	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000468196	Troy Torgersen	Application	Error	Novell GroupWise 32-bit Windo	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000468399	Pam Higgins	Application	Error	electronic Project Management	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000468482	Anne Ogden	Application	Error	PGP	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000468636	Chris Cowan	Application	Password	PGP	TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: Yes	6.23
INC000000468709	John Clarkson	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000468744	Jill Baxter	Application	Error	Novell GroupWise	TIR Missed:	No	0.52
	Application Services	Tony Larsen	Transportation	Medium	Resolved	TTR Missed: No	0.53
INC000000468761	Ryan Nuesmeyer	Application	None	Novell GroupWise	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	
INC000000468788	Roger Stephenson	Application	None	Novell GroupWise	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000468789	Pam Salazar	Server	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000468794	Michelle Verucchi	Application	Error	Novell GroupWise	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000468795	James Baird	Application	Error	Novell GroupWise	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000468796	Raymond Bennett	Application	Error	Novell GroupWise	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000468798	Denice McCarthy	Application	Error	Novell GroupWise	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000468799	Stephenie Johnson	Application	Error	Novell GroupWise	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000468803	Richard Clarke	Application	Error	Novell GroupWise	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000468805	Sharon Gardner	Application	Error	Novell GroupWise	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000468950	Jolene Ottley	Application	None	Internet Explorer	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000469004	Cheri Guertler	None	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000469041	Tracy Young	PC/Laptop	Virus	Microsoft Windows XP Professi	TIR Missed:	No	0.07
Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed:	No	0.99
INC000000469078	Mary Watson	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed:	No	0.23
INC000000469080	Ryan Williams	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed:	No	0.21
INC000000469100	Donna Beagley	Application	Error	Novell GroupWise 32-bit Windo	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000469101	Danny Eyre	Application	Password	Fleet Focus	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000469198	Mike Garcia	None	None	None	TIR Missed:	No	0.05
Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed:	No	1.78
INC000000469248	James Olschewski	Application	None	Microsoft Office 2003 Professi	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000469501	Stan Burns	None	None	None	TIR Missed:	No	0.00
Metro C Hosting	Rondal Fields	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000469567	Robert Kesler	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000469721	Shauna Bergen	Application	None	Microsoft Office	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000469733	Daniel Hsiao	PC/Laptop	Virus	Microsoft Windows XP Professi	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00

Transportation

INC000000469737	Dan Kuhn	None	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000469738	Philip Ellsworth	Application	None	Novell GroupWise		TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000469870	Daryl Friant	PC/Laptop	Error	PGP		TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000469891	Ray Bentley	Application	Error	Microsoft Office		TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000469932	Jami Gentry	Network	Error	Microsoft Windows 7		TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000469937	Ray Bentley	None	None	None		TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000469938	John Fullmer	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000470158	Cristina Cibrian	PC/Laptop	Error	None		TIR Missed: No		0.18
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Resolved	TTR Missed: No		1.80
INC000000470194	Steven Anderson	None	None	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000470201	Stephen Goodrich	None	None	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000470300	Deborah Pilling	Application	Error	Employee Gateway		TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000470305	Alex Lamb	PC/Laptop	Password	Microsoft Windows XP Professic		TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000470320	Rebecca Collins	Application	None	Adobe Acrobat		TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000470323	Ron Butler	None	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000470338	Jim Phillips	PC/Laptop	Virus	Microsoft Windows XP Professic		TIR Missed: No		0.08
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Resolved	TTR Missed: No		5.39
INC000000470383	Brandi Trujillo	Network	None	None		TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000470385	Julie Lewis	None	None	None		TIR Missed: No		0.45
	Application Services	Martin Gonzalez	Transportation	High	Resolved	TTR Missed: Yes		3.36

Transportation

INC000000470474	Daryl Friant	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000470476	Rodger Genereux	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000470480	Chris Cowan	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	2.29
INC000000470493	John Fullmer	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000470512	Dirk Parker	Server	None	Citrix ICA Client		TIR Missed: No	0.48
	Metro C Hosting	Brian Winn	Transportation	Low	Resolved	TTR Missed: No	0.48
INC000000470645	Darcy Brantly	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00